

Natural Blends Café
Best Practice for Integration Project

Researchers:
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January 24th-April 5th 2005
NURS300

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the fact that previous training was ranked as an important factor in which they look for in their employees. Findings from this research indicated that increased community awareness of the Natural Blends Café and the utilization of job coaches would be beneficial to Natural Blends Café. We recommend that Natural Blends Café become more involved with community events and have stronger communication between potential employers for their trainees. This would most likely increase trainee integration into the community and also would increase profit through increased sales. However, due to the contradictory research found around the effects public perceptions may have on this population, further research is suggested on to how to promote programs involving individuals with intellectual disabilities.

Executive Summary

Natural Blends Café is a social enterprise which enables individuals with intellectual disabilities the opportunity to develop their social and employment skills in hopes to facilitate their integration into the community workforce. Due to the complexities surrounding this organization, such as difficulties with funding and potential negative stigmas attached to this population, integration of these trainees into the workforce is sometimes difficult. In order to facilitate trainee integration, research was conducted to discover what the best practices are for successful integration. Research began though conducting interviews with the trainees themselves and the manager of the Natural Blends Café in order to get a better idea of how the program works. Next research was conducted into the values which potential employers look for in future and current employees. The last area of research, and the most important, was conducted on other organizations which are similar to Natural Blends Café, in the sense they either train or employ individuals with intellectual disabilities. A method for conducting research through potential employers was through hand-delivering a one-page questionnaire. The response rate of participation for this group was approximately 25%. Research conducted on similar organizations as the Natural Blends Café also received low participation, with only three organizations willing to partake in the research project. Findings of the best practices used by these organizations included the utilization of job coaches and promoting awareness of the organization through the community. Interesting findings of trainee perceptions of the café indicated that they would like to have increased business in order to have more customers to serve. Awareness of the program was also found to be important for potential employers due to

Natural Blends Café Research Project
Best Practices for Integration

Introduction:

Natural Blends café has been providing social and skills training to individuals with intellectual disabilities for adults since 2001. Since the beginning of the program there have been difficulties integrating the trainees into other employment areas. Natural Blends Cafe would like to find out what the best practices are for integrating individuals with intellectual disabilities into a non-supported workplace after the completion of the training program provided at Natural Blends Café. A non-supported workplace is a working environment where individuals with disabilities work individually without the support of a training program or job coaches. The organization would like to understand the best practices for integrating individuals with intellectual disabilities into non-supported workplaces. This study will investigate what qualities employers are looking for in their employees, the best practices of social enterprises for community integration and the Natural Blends Cafés' staff opinions of the training program.

Literature Review:

According to Yazbeck, McVilly & Parmenter, (2004) in Australia, some people are more likely to possess negative attitudes towards this population than others. Individuals who have more positive attitudes towards individuals with intellectual disabilities are typically younger, have attained higher levels of education, and have prior knowledge of or regular contact with these individuals.

The importance of training programs, such as Natural Blends Café, is evident in the fact that they provide individuals with intellectual disabilities an opportunity to grow in an atmosphere free from these stereotypes and are offered extra support by their supervisors. Individuals with intellectual disabilities often have complex behavioural and emotional needs which are why they often require more support in their work environments (Higgins, 2005). In a recent study conducted on how young students with intellectual challenges viewed themselves, it was shown that only 23% of these students expressed views of “not being bothered” by their disability (Kelly & Norwhich, 2004). It was revealed that 44% of these students revealed negative self-perceptions such as “being upset”, or “feeling hurt” by their disability (Kelly & Norwhich, 2004).

In a study conducted by Rimmerman & Crossman (2004), it was shown that that perceived level of disability was a much higher indicator of an individuals' quality of life, compared with their actual level of disability. This study illustrates how important it is for individuals with severe intellectual disabilities to develop positive self-perceptions. Younger individuals who have been in an employment training program for a shorter time, compared to a longer time, reported significantly higher levels of quality of life (Rimmerman & Crossman, 2004). Also, a high monthly wage was associated with increased perceptions of quality of life in social belonging and community integration (Rimmerman & Crossman, 2004).

However, contradictory findings were found in a recent study conducted by Beart, Hardy, & Buchan (2005), related to the identity perceptions of individuals with intellectual disabilities. It was found that most individuals with intellectual disabilities are not aware of the ‘identity’ that society gives to them, and that there are many other ‘identities’ that this population feel are more important and accurate in defining them as people (Beart et al., 2005). Beart et al. (2005), also

notes that if the trainees do not recognize this identity then it will have no bearing on their self-esteem, making the community aware of the training program could sensitize community attitudes without making the trainees feel stigmatized. From the above research, it could be concluded that making the community aware of a training program for individuals with intellectual disabilities would increase business and revenue. The contradictory findings between the above studies related to how individuals with intellectual disabilities view themselves shows an area which requires further research.

Cummins and Lau (2003), an Australian study, show that the more publicly visible a community organization is, the more funding that organization will receive because the members of the community will be more apt to supporting an organization that they know about, and if the community is aware of the benefits of that organization, then funding will also increase with that organization.

Further research indicates that increased community integration and awareness increases acceptance of individuals with intellectual disabilities because most people are intrinsically motivated to want to help other people. Many people want to make a difference in their community for the better, but they have to know of the programs for individuals with intellectual disabilities that are available in their community in order to be supportive, and this includes employers hiring practices (Robertson, Emerson, Pinkney, Caesar, Felce, Meek, Carr, Lowe, Knapp & Hallam, 2005).

Sample:

In order to get the most valuable information for Natural Blends Café, it was essential to include all parties that would be involved with integrating this population into the non-supported workforce. The participants in this study included:

- 1) **The staff of Natural Blends Café-** this population would be the best to give information on how well they think the program is working towards getting the target population the best experience and most valuable skills for future employment. Four staff members, three of which were male, were involved in this study.
- 2) **Employers-** this population would be the best to give information on what they expect from their current and future employees. As well, how beneficial employers think the skills training programs are with regards to their hiring practices. Four Peterborough employers of fast food enterprises participated in this study.
- 3) **Social enterprises-** this population is the best group to give us information on what they have experienced works the best to get individuals with intellectual disabilities employment, as well what the best practices are to work towards this goal. The three social enterprises which participated in this research are all supported training programs for individuals with intellectual disabilities. These social enterprises included Alternatives, located in Peterborough Ontario, Seeking Opportunities Accessing Resources (Soar) in Toronto, Ontario, and The Adler Centre also located in Toronto, Ontario.

Methodology:

This study was conducted from January 24th/2005 till April 5/2005. This is a qualitative study, consisting of individual opinions and practices in relation to the integration of individuals with intellectual disabilities from supported or training workplaces into non-supported workplaces.

- 1) The researchers started by conducting literature reviews on topics such as; the target population, training programs, best practices, interview/questionnaire methods, social enterprises, and other research relating to Natural Blends Café and COIN (Community opportunity and Innovation Network).
- 2) An agreement with Natural Blends Café was drafted, and the project received ethics approval and identified the target population. Contact information was researched for employers, trainees, and other social enterprises similar to that of Natural Blends Café training program. (Appendix A)
- 3) Methods of conducting the research were then reviewed by TCCBE, and the manager of Natural Blends Café, for approval of project continuation. Consent forms for each different population were created, revised, and then distributed. (Appendix C, D G, H, J, & K)
- 4) Separate meetings with the Manager of Natural Blends Café and each of the trainees were arranged over a two week time span.
- 5) The interviews were conducted with each individual of the Natural Blends Café staff. Each meeting had to occur on separate days, in a private room due to trainee scheduling, availability and confidentiality. (Appendix B, E, & F)
- 6) Introduction letters, consent forms and questionnaires were distributed to sixteen different employers in the Peterborough region. Both researchers, following an introduction of them

themselves, the parties involved and the purpose of the research project, distributed the questionnaires. Managers of potential businesses were approached at their place of employment. (Appendix G, H, & I)

- 7) Both researchers participated in conducting telephone interviews with social enterprises. A total of 15 social enterprises were contacted on the first day of conducting telephone interviews. The first day, no representatives were available to be interviewed. After several attempts (at least three calls to each individual organization) of contacting the respective individuals by telephone, only two organizations were available for interviewing. (Appendix J)
- 8) Following unsuccessful responses from organizations through telephone, contact attempts were made through email. Questionnaires were emailed to eleven different social enterprises. Only one social enterprise successfully completed our questionnaire through email after sending a follow up email to all eleven organizations. (Appendix K)

Results:

The results from this study varied depending on the population participating in the study. Each population participating in this study had different, but very valuable information and approaches to how to successfully integrate individuals with intellectual disabilities into non-supported workplaces; thus all populations were essential to incorporate into the study. Without providing information from all viewpoints the information may not have been as valid.

1) Results from the Natural Blends Cafe staff.

Of the four staff members that were interviewed, it was found that the staff had opposing views on the need and desire of community awareness. The main finding was that some of the

staff felt that not enough members of the community were aware of the café and its important program. The majority of the interviews that occurred at Natural Blends Café acknowledged that the café is not as busy and popular as they would like it to be. The staff expressed that the community is not aware of the café and its program, and the majority thinks that community awareness would be an asset to the café. The reasons for the trainees' desire for increased community awareness of the training program were to increase the level of business the café received, giving the trainees more customers to serve. However, opposing views within the Natural Blends Café staff for increased community awareness of the individuals in the training program was made for fear that it would create a negative stigma attached to the program.

2) Results from the employers.

Of the sixteen questionnaires delivered to employers, only four were returned. Of the four employers that did complete the questionnaires, the majority had recently or in the past hired an individual with an intellectual disability. However, only one employer currently employed an individual with an intellectual disability. None of the employers acknowledged being aware of Natural Blends Café, however training was rated as a factor which was important to an employer. The following table represents the most important characteristics of an employee as viewed by employers:

Employers Ratings of Employee Characteristics (n=4)

Employee Trait	Really Not Important	Not Important	Influential	Important	Really Important
Oral Communication				1	3
Social Skills		1			3
Organization				3	1
Time Management				2	2
Math Skills		1	2	1	
Aware of Cultural Diversity				4	
Appearance			1	2	1

Hygienic				2	2
Team Worker				2	2
Leader			2	2	
Training/ Education		1	1	2	
Attendance				1	3
Gender	3		1		
Individual Worker		1	1	2	
Loyalty to business				1	3

The findings of this questionnaire are that there are certain traits such as organization, time management, appearance, hygiene, team work, awareness of cultural diversity and attendance that are extremely important factors when employers look at hiring new staff. The best practice would be for the Natural Blends Café to focus on these skills, and make sure that their trainees have excellent skills in these areas. Every employer interviewed is familiar with an individual with an intellectual disability, but states that personal familiarity with an individual with an intellectual disability does not affect their hiring practices. Another major finding was that employers recognize that this population is often more motivated to work, but they do need to have skills (refer to chart above), be able to perform tasks and have experience in life. Employers also agree that communication is one of the most essential skills to have to be employed in a customer service job.

1) Results from the Social Enterprises.

Although there were only three social enterprises which participated in our research, we were able to obtain some interesting and valuable findings. All three organizations comprised of a mix between similarities and differences in respect to the Natural Blends Café program. One of the similarities found between the three organizations and Natural Blends Café were they were all non-profit organizations who received funding from a variety of

different sources. These funding resources include the Ministry of Community Social Services, Ministry of Community and Family Resources, HRSDC, ODSP, and private donations. One of the organizations, The Adler Centre, expressed a similar vision as Natural Blends Café to become a self-sustaining organization in the future.

One of the other organizations, Seeking Opportunities Accessing Resources (Soar), in Toronto, did not identify themselves as being self-sustaining. SOAR did identify themselves as being a successful organization which trains individuals with intellectual disabilities. Soar attributed their success to the fact that the public is very aware of the training program that they operate. Soar is the longest running organization which participated in our research, and has been in operation since 1969. However, Soar has a number of different locations, and the location which participated in the current study has only been operating since July of 2001. A major finding from this organization is that the hardest part of finding employment for the target population is that there is such a negative stigma attached to these individuals; however SOAR has overcome this barrier and succeeded. The success is evident in the fact that this location has successfully integrated approximately 250 individuals into the community over an 8 year period, and approximately 50 individuals simply in the past year. As an entire organization, SOAR has 8,000 individuals involved annually. An aspect about SOAR which is unique in respect to the Natural Blends Café is they have participated in advertising in the past, however have not done so recently. Although not currently advertising, they are continually participating in a number of community events, too many for which to keep track of mentally, which increases awareness of the program immensely throughout the community. As well as participating in community events, SOAR employs job coaches which increase public awareness of the program. One way in which job coaches

increase awareness and help to increase trainee integration is through cold-calling. Cold-calling is a term used to describe the process of simply calling a number of potential employers in hopes to integrate their trainees into the community workforce, which also increases the community awareness of the program even more, therefore increasing program success.

Alternatives is a local program situated in Peterborough. While the organization has been in the community for a number of years, it has just recently, as of March 15, 2005, begun their training program for individuals with intellectual disabilities. Due to the fact that the Social Skills program developed by Alternatives is very new, they are still in the process of development. It is too soon to tell whether or not Alternatives will be successful at integrating individuals with intellectual disabilities into the community, however they seem to have some practices which may be helpful for overcoming some of the barriers Natural Blends Café is experiencing related to integration. One of the main differences between Natural Blends Café and Alternatives Social Skills program is Alternatives is focused on advertising to future employers and potential trainees. They promote their program through general advertising, such as through brochures. The other difference which was found between these two training programs was that Alternatives was utilizing job coaches in order to facilitate trainee integration into the community upon the program completion. A significant finding is that the individual interviewed from Alternatives had never even heard of Natural Blends Café training program, and Alternatives is a center for individuals with intellectual disabilities that organize a variety of programs and support for the target population. Natural Blends Café needs to create some kind of community and/or professional awareness, so that they, and Alternatives, could have the opportunity to combine their

knowledge and resources to increase the success for Natural Blends Café now and the future success of Alternatives.

The Learning Disabilities Association of Ontario, a larger organization of The Adler Centre, also stated that individualized job coaching is an important factor in successfully integrating individuals into the community workforce. In this organization, job developers spend “considerable time getting to know the employer” and as well view individualized assessments of the trainees as an essential factor in overcoming barriers to integration. These practices help to ensure that individuals are placed in positions which match their individual strengths and interests. The Alder Centre also, in agreement with the other participating organizations, believes that public awareness of individuals with intellectual disabilities and the services offered by their program are essential to the success of integrating these individuals into the community. While the Adler Centre acknowledged the fact that this population often have low self-esteem as a result of their disability, the organization promotes its clients and their abilities with “confidence and pride”. The more aware of the reasons a community organization is operating the more sensitive the community may be to this population.

Discussion:

Community awareness of Natural Blends Café as a training program for individuals with intellectual disabilities is beneficial, especially when the program has to frequently undergo changes to incorporate new funding structures. In order for Natural Blends to be self-sustaining and completely focused on the training programs for the trainees, instead of focusing on funding, they need to increase business. In the study conducted by Beart et al. (2005), it was found that

individuals with intellectual disabilities do not acknowledge the “label” that society gives to them and that there are other characteristics they consider themselves to be identified by. Therefore making the community aware of the training program and its purpose could elicit more support from the community and would not be harmful to the trainees involved with the program. If the trainees are supported and encouraged to identify themselves with positive characteristics then the community awareness could grow to community integration without the harmful stigma attached. Sensitizing the community to the stigma attached would eliminate the biggest barrier to employment for this population according to another social enterprise. As well Cummins et al. (2003), supports ideas from the other social enterprises information that community awareness is important to organization success. The community organizations that advertised and were involved with community events were found to be more successful at overcoming the barriers of integrating individuals with intellectual disabilities into non-supported workplaces encountered by Natural Blends Café. A portion of funding received by other social organizations comes from private donations, and this could also help with the hiring of job coaches. Natural Blends Café needs to increase community awareness of the café. While research still needs to be conducted as to the extent to which individuals with intellectual disabilities are at risk from possible negative stigmas attached to this title, even increased awareness of the café as simply a café, and not a training program, could have beneficial results to increase profits, self-sustainability and the possibility of hiring job coaches. However, the recognition of the café as a training program for this population would be even more beneficial to the success rate of trainee integration from Natural Blends Café. This is because increased awareness of the training program would be especially important to have in the potential local employers of these trainees.

Due to the fact that repetition facilitates learning with individuals with intellectual disabilities, it would be beneficial for the café to increase business, resulting in an increase of repetition of skills and customer service exposure. Increased repetition through additional customer service experiences may shorten the length of time needed for trainees to acquire essential job related skills, as well as increasing profit.

Job Coaching is essential for integrating this population into non-supported work environments. Job coaches are able to focus on the trainee, and promote the trainees' skills to the prospective employers. All of the social enterprises contacted incorporate job coaches into their programs, and the job coaches are an essential part of the team in finding employment for this population. The more contact the employers have with the job coaches the more the positive elements of hiring a trainee from Natural Blends Café will become. The job coaches will bridge the gap between Natural Blends Café and the non-supported workplace. The Job coaches will be able to find the appropriate job environment for the trainees and increase success of the program.

Best practice for Natural Blends Café should include an increase in community awareness as well as job coaching. These two factors could improve the success rate of the café, supported by results from other social enterprises and literature. Because most of the other business's that were contacted have a larger client population than Natural Blends Café, it would be beneficial for Natural Blends Café to become increasingly popular to ensure adequate training and skills development of the trainees, and to be able to help more individuals with intellectual disabilities in the community.

Implications:

- 1) Response from the most valuable sources of information, the social enterprises, was very low. This limited the amount of information that could be provided to Natural Blends Café. This could be a result of the researchers contacting the social enterprises during the end of the fiscal year, which is extremely busy for non-profit organizations.
- 2) This project was conducted in a very short period of time, not giving the participants the time they may have needed to complete the interviews/questionnaires.

Weaknesses:

- 1) The first weakness in this study was that we did not have enough time, the literature review and preparing to conduct the study took much longer than planned for. The primary research portion also took place during the end of the semester, which is also the end of the fiscal year for many non-profit organizations. Being the fact that the researchers started later, the end of the fiscal year could not have been avoided. Being the end of the fiscal year made many organizations too busy to take the time to complete our questionnaire.
- 2) Delivery of the questionnaires to the employers took too much time, because the questionnaires were hand delivered with a verbal introduction of the project and ourselves. As well employers were busy and we had to return to certain businesses several times. Also, timing how long it would take for employers to complete the questionnaires and how many would participate was underestimated. Only a quarter of the questionnaires that were distributed to employers were completed and returned.
- 3) Contacting the social enterprises for this study was unsuccessful. We were unable to contact the majority of the target social enterprises by phone or email.

Strengths:

The information from the Natural Blends Café staff was very valuable and provided us with information of possibilities of how to increase the success of the café.

- 1) The study was conducted in a short period of time, with valuable results being found from each population that participated.
- 2) The study incorporated information and views from different populations to support literature and best practice.

Future Recommendations:

- 1) Delivery of the questionnaires to employers should include some type of benefit for completion of the survey; as well questionnaires might be delivered by mail or email to save time. This is suggested because only four questionnaires were returned and many hours were spent trying to deliver and contact the employers regarding this project, which the majority simply did not want, or could not participate in.
- 2) Social enterprises should be contacted at least a week before researchers want the interview to occur, in order to set up a time that is beneficial to all parties. The social enterprise interviews should also take place during the least busy time of year, or over a longer period of time to increase the participation rate of this population. Information from these social enterprises is very valuable and increased participation would enhance the validity of the findings.

- 3) A future study could be conducted to see what influence advertising would have with Natural Blends Café, on both the trainees and the effects that increased profit would have on this organization.
- 4) Contradictory findings in the literature review related to how individuals with intellectual disabilities view themselves. More research needs to be done on how individuals with intellectual disabilities perceive themselves, and how others perceptions of these individuals affect this population.
- 5) Natural Blends Café needs to create some kind of community and/or professional awareness, so that they, and Alternatives, could have the opportunity to combine their knowledge and resources to increase the success for Natural Blends Café now and the future success of Alternatives.
- 6) Future studies should be conducted to determine the effects which increased community awareness of training programs for individuals with intellectual disabilities have on the success rate for both increasing trainee integration into the community and increased sales revenue.

References

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Appendix Table

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Appendix A

Research Placement Agreement

Project Title: Natural Blends Café, COIN

Department/Course Number and Name: Nursing 302H – Community Health Nursing Practice

Section A: Party to the Agreement

Student: Nicole Foster

E-Mail: nifoster@trentu.ca

Address: 228 Park Place, Peterborough ON Phone: 927-8766

Student: Elizabeth Morgan

E-mail: emorgan@trentu.ca

Address: 195 b Murray St. PTBO, ON Phone: 749-2291

Host Organization: Natural Blends Café, COIN

Supervisor's Name: Diane Woodruff

E-Mail: naturalblendscfe@coin-ced.org

Address: COIN Inc. c/o PTBO Public Library, Phone: 748-6403

Trent University

Instructor: Ann Macleod

E-Mail: amacleod@flemingc.on.ca

Department: B Sc. Nursing Phone: 749-5530 ex 1296

Trent Centre for Community-Based Education (TCCBE)

Representative's Name: Jennifer Bowe

E-Mail: tccbe@trentu.ca

Address: 780 Argyle St., Peterborough, Ontario, K9H 2Z5 Phone: 743-0523

Section B: The Project

The purpose of this project is:

Natural Blends café has been providing social and skills training to individuals with intellectual disabilities for adults. They would like to find out what the best practices are for integrating individuals with intellectual disabilities into a non-supported workplace after the completion of the training program provided at Natural Blends Café. The organization would like to understand the differences between employers who hire these individuals and those who do not and how to sensitize more employers to hiring these individuals. This research will play a role in the helping Natural Blends Café to integrate the trainees into non-supported workplaces without obstacles. The research will also help inform Natural Blends Café of best practices for integration, as well as future program development and delivery.

The key research question(s) is: What are the barriers to successfully integrating adults with intellectual disabilities into the community workforce upon completion of the Natural Blends Café training? What are the best practices used by other social enterprises in overcoming these barriers?

The placement will begin: Feb. 3, 2005 **and end:** April 5, 2005.

Schedule/Work plan:

Step/Task Objective Est. time (hrs) Completed by April 5/2005

Nursing Standard	Learning Goal	Success Indicator	Target Date	Number of Hours (each)
#1A, 2	Literature review of research involving similar social enterprises, including review of past COIN projects	Collect minimum of six scholarly articles related to target population and agency	Feb. 3/2005	10 Hours
#3, 5	Understand Natural Blends Café and expectations for project	Meet with agency and develop Research Placement Agreement	Feb. 8/2005	7 Hours
	Complete ethic review request, and	Obtain approval of ethical	Feb. 8/2005	8 Hours

#4, 2	identify research target groups (potential employers, trainees, social enterprises)	review proposal		
#5, 6	Research contact information of similar social enterprises and current employers of target population. Meet with host agency to define methods for research and obtain approval for research method and contact targets	Collect minimum of 12 contacts of social enterprises in North America and 3 current employers of target population. Develop separate questionnaires and interview questions for each research group and collect research data.	Feb.17/2005	20 Hours
#3, 3	Contact identified social enterprises and administer phone interview	Collect information from a minimum of eight social enterprises regarding best practice for integration.	March 3/2005	20 Hours
#3, 6	Distribute questionnaires to potential and current food service employers in the PTBO area	Collect minimum of ten completed questionnaires	March 10/2005	15 Hours
#3, 4	Prepare and interview trainees, as well as manager, of Natural Blends Cafe	Gather information from a minimum of two sources, through trainees or management of café, regarding skills learned through Natural Blends Cafe	March 17/2005	5 Hours
#5, 15	Analyze and combine data collected, and begin final project for submission, create pamphlets for prospective employers	Understand the findings and prepare project for final submission and Revise (if necessary) Have developed pamphlets ready for review	March 21/2005	45 Hours
#5, 14	Prepare and meet with Ann and TCCBE to review final project	Obtain feedback from Ann and TCCBE	March 29/2005	5 Hours
# 4, 7	Make final revisions, incorporate feedback from Natural Blends Café and professor	Submit final report to professor. Compose abstract, report to host, TCCBE bind/finish, etc. for public release.	April 5/2005	5 Hours

Total time estimated: 140 hours each

Resources required from Natural Blends Cafe:

Cash budget Approx. cost

Office supplies, photocopying, \$10

Phone expenses \$50

Mileage \$20

Total: \$80

Other resources

Assistance identifying and securing participation from staff and former clients, current employers, prompt review and feedback on method and report draft.

Section C: Responsibilities

Responsibilities of All Parties:

1. Each party to this agreement has the right to initiate renegotiations of this agreement if circumstances affecting the project change.
2. Each party has the right to terminate the placement if the conditions of the agreement are not being met. Because of the potential consequences to a student's program of study, a decision to terminate the placement must be made in consultation with the TCCBE.
3. The student owns the copyright for all work completed as part of his/her placement, but the host organization may use all project reports or papers, in whole or in part, as it sees fit as long as the student is duly credited as the author. (If work is completed collaboratively between the student and staff of the host organization, copyright will be jointly held.) A copy of any report or paper completed as part of the placement will be added to the TCCBE resource library to be available to the community.
4. All parties must complete the pertinent section of the form entitled Work/Education Placement Agreement/Post Secondary, to enable the Ministry of Education to purchase workers compensation or private insurance coverage for the student.

Please initial beside the section below pertaining to your responsibilities.

Responsibilities of the Nicole Foster: _____ Student's Initials

1. Undertake the project conscientiously and with due respect to the expectations of the host organization and the University.
2. Keep her instructor and the TCCBE informed of the project's progress and notify them of any concerns about the placement or the host organization in a timely fashion.
3. Attend and participate in all necessary meetings (with his/her instructor, placement supervisor and/or the Trent Centre for Community-Based Education.)
4. Ensure that the confidentiality of any information acquired in the course of his/her placement is strictly maintained, notwithstanding the host organization's commitment to make the results of the research project publicly available.
5. Provide a copy(s) of the final product(s) of the research to the host organization and TCCBE.
6. Upon the advice of his/her instructor, comply with ethical guidelines and review procedures.

Responsibilities of the Elizabeth Morgan: _____ Student's Initials

1. Undertake the project conscientiously and with due respect to the expectations of the host organization and the University.
2. Keep her instructor and the TCCBE informed of the project's progress and notify them of any concerns about the placement or the host organization in a timely fashion.
3. Attend and participate in all necessary meetings (with his/her instructor, placement supervisor and/or the Trent Centre for Community-Based Education.)
4. Ensure that the confidentiality of any information acquired in the course of his/her placement is strictly maintained, notwithstanding the host organization's commitment to make the results of the research project publicly available.
5. Provide a copy(s) of the final product(s) of the research to the host organization and TCCBE.
6. Upon the advice of his/her instructor, comply with ethical guidelines and review procedures.

Responsibilities of the Host Organization: _____ Host's Initials

1. Orient the student to the organization and work site. Ensure the student understands any risks or hazards that may exist and the safety practices followed. Promptly report any incidents to the TCCBE.
2. Provide adequate direction, ongoing communication and feedback on the quality of work so as to enable the student to complete the project successfully.
3. Supply/provide resources listed above needed to complete the project.
4. Be available for occasional consultation and meetings with the TCCBE as needed for the purpose of monitoring the placement or refining the Community-Education Program. Cooperate in evaluation activities initiated by the instructor or the TCCBE.

5. Comply with policies and ethical guidelines governing research projects conducted in conjunction with Trent University and the TCCBE, as advised by the TCCBE, the instructor or the student.

Responsibilities of the Instructor: _____ **Instructor's Initials**

1. Ensure that the project, as described above, fulfills the requirements of the course listed on page one.
2. Provide guidance of an academic nature, advise on and monitor research methodologies employed. Evaluate the student's learning and grade his/her work.
3. Meet with the student at regular intervals, at least monthly, throughout the term.
4. Inform the TCCBE promptly of any missed meetings, breakdowns in communication, incomplete research/assignments or other incidents that may affect the success of the project.
5. Determine the need for the research project to be reviewed by the department's ethics committee. Alternatively, the TCCBE/U-Links Joint Ethics Committee may review the project if more appropriate. (Protocol and Application for Ethical Review are available upon request.)

Responsibilities of the TCCBE:

1. The TCCBE will endeavor to ensure the instructor, the student and the host organization understand and approve of the nature of the work to be undertaken on the placement.
 2. The TCCBE will serve a liaison function among these parties, will offer advice on best practices in Community-Based Education and assist in overcoming any difficulties throughout the project.
 3. Where appropriate, the TCCBE may form and facilitate peer support and project coordination meetings for students working on projects, to enhance learning and coordinate research.
- By signing below, you are stating that you agree to the above terms regarding this Community Research Placement. You have a full understanding of what the project entails and what your responsibilities are for the duration of the project. If any aspect of this agreement is altered, all parties must be notified, the agreement amended and re-signed by all parties involved.

Student: _____
Date Print Name Signature

Student: _____
Date Print Name Signature

Instructor: _____
Date Print Name Signature

Host
Organization: _____
Date Print Name Signature

Trent Centre: _____
Date Print Name Signature

Appendix B

Dear: Natural Blends Café Trainee

Liz Morgan and Nicole Foster are conducting a research project for Natural Blends Café through the Trent Center for Community Based Research and would like you, a Natural Blends Café trainee, to participate.

This research is being conducted in hopes to find answers as to how Natural Blends can make it easier to find you a job in the community after the completion of your training at Natural Blends. We will be coming into the Café on March 17th and 18th, and again visiting the following week.

Liz and Nicole would like to ask you a few questions about your experience at the Café, and would greatly appreciate your participation. There will be a consent form to sign and your information will be kept confidential. Hope to see you next week! If you have any questions or concerns feel free to contact Liz at 749-1234* or Nicole at 905-396-1234*, Trent Center for Community Based Research at 743-1234*.

Thank-you!

Elizabeth Morgan and Nicole Foster

Appendix: C

Natural Blends Café Research Project
Informed Consent

Dear Research Participant,

We, Elizabeth Morgan and Nicole Foster, students in the Trent-Fleming Nursing program, are conducting a research project for Natural Blends Café, a division of COIN Inc.* Our instructors and the Trent Centre for Community Based Education (TCCBE) are assisting us with this research and the project is being conducted in compliance with Trent University's policies pertaining to research ethics.

Natural Blends Café has been providing social and skills training to individuals with intellectual disabilities for adults. They would like to find out what the best practices are for integrating individuals with intellectual disabilities into a non-supported workplace after the completion of the training program provided by Natural Blends Café. The organization would like to understand the differences between employers who hire these individuals and those who do not, and how to encourage more employers to hire these individuals.

This research will play a role in helping Natural Blends Café to integrate the trainees into non-supported workplaces with greater success. The research will also help inform Natural Blends Café of best practices for integration, as well as future program development and delivery. This project is being conducted between Jan.24/2005 till April 5/2005, using a combination of questionnaires and interviews. Our final report will be submitted to Natural Blends Café and will be available to the public at the Trent Centre for Community-Based Education. No other use will be made of the data you provide.

Please take 5 minutes to complete the enclosed questionnaire. The information you provide will help Natural Blends Café to more successfully integrate their trainees into the non-supported workforce. Please feel free to contact our supervisors regarding any questions you have. We can be reached at emorgan@trentu.ca or nifoster@trentu.ca. You can contact Diane Woodruff of Natural Blends Café at 705-748-1234*, Jennifer Bowe at the TCCBE at 705-743-1234*, or Ann Macleod at the Trent-Fleming Nursing program at 705-749-1234, ext. 1234*

Thank-you for your assistance,

Sincerely,

Nicole Foster

Elizabeth Morgan

*Community Opportunity and Innovation Network (COIN) Inc.

Appendix D

Natural Blends Café Research Project

Elizabeth Morgan and Nicole Foster, students in the Trent-Fleming Nursing Program, are conducting a research project for Natural Blends Café, a division of COIN Inc.* Ann MacLeod and Jennifer Bowe of the Trent Centre for Community Based Education (TCCBE) are supervising us with this research.

Natural Blends Café has been providing social and skills training to individuals with intellectual disabilities for adults. They would like to find out what the best practices are for integrating individuals with intellectual disabilities into a non-supported workplace after the completion of the training program provided by Natural Blends Café. The organization would like to understand the differences between employers who hire these individuals and those who do not, and how to encourage more employers to hire these individuals.

This research will play a role in helping Natural Blends Café to integrate the trainees into non-supported workplaces with greater success. The research will also help inform Natural Blends Café of best practices for integration, as well as future program development and delivery. This project is being conducted between Jan.24/2005 and April 5/2005 using a combination of questionnaires and interviews.

Name of Participant giving consent _____

Telephone Number _____

(If you wish to receive a copy of the research report when it is complete, please provide your email address below. If you do not have access to email, provide your mailing address)

While it would be beneficial for our project to have the right to use the names of our participants in our final project, due to the potential sensitivity of these responses you may chose to have any identifying information withheld from the final project. I, the undersigned understand my rights:

- That I may withdraw from participation at any time or choose not to answer certain questions
- That no deception or risk to me or other participants is involved in this interaction
- That the researchers may use information and quotations from our interaction, and afterwards store them, subject to the following conditions (please check):
 - No conditions
 - That my anonymity be guaranteed
 - That I be given an opportunity to see and comment on a rough draft of the research product, before the final copy is submitted
 - Other conditions (please specify): _____

Name of person giving consent	Signature	Date
_____	_____	_____

*Community Opportunity and Innovation Network

Appendix E

Questions for Trainee:

How satisfied are you: (1-3, 1 not satisfied, 3 very satisfied)

- | | | | |
|---|---|---|---|
| 1) With the program r/t helping you get a job? | 1 | 2 | 3 |
| 2) With the people that train you? | 1 | 2 | 3 |
| 3) The accessibility of training program sites? | 1 | 2 | 3 |
| 4) Natural Blends Café training methods? | 1 | 2 | 3 |
| 5) With the overall training program? | 1 | 2 | 3 |

What could Natural Blends Cafe do to make their training program better?

Do you think Natural Blends understands your needs for training?

Overall, how important is the training to finding a job? 1-3, 1 not important, 3 very important)

1 2 3

Would you recommend Natural blends Café's training services to others who may meet the program requirements? (Yes/ No)

Do you feel that your skills have improved? (Yes/No)

If yes, which specific skills?

How do you feel your skills have improved? (1-3, 1 not at all, 3 extreme amount)

1 2 3

Do you feel that the training length is appropriate? (Scale 1-3, 1 too long, 2 perfect, 3 too short)

1 2 3

Do you feel prepared to work in a non-supported workplace?

No, what do you think you still have to improve?

Do you think that the public needs to know more about the training program you are in? or will this make you feel different from everyone else?

Appendix F

Questions for Natural Blends Café Manager:

Do you feel like the training program adequately prepares the trainees for a non-supported workplace?

How do you feel about the length of the training program? 1-5, 1 too short, 5 too long)

How aware do you think the public is of your program?

What areas of the program do you feel need to be improved?

How can the program be tailored to individual needs?

Do you ask the trainees what they think their needs are before entering the program?

Are measures taken to ensure that the trainee feels like the program is tailored to them?

Does the program focus on the trainee's assets or what they need to improve?

Appendix G

Natural Blends Café Research Project Informed Consent

Dear Research Participant,

We, Elizabeth Morgan and Nicole Foster, students in the Trent-Fleming Nursing program, are conducting a research project for Natural Blends Café, a division of COIN Inc.* Our instructors and the Trent Centre for Community Based Education (TCCBE) are assisting us with this research and the project is being conducted in compliance with Trent University's policies pertaining to research ethics.

Natural Blends Café has been providing social and skills training to individuals with intellectual disabilities for adults. They would like to find out what the best practices are for integrating individuals with intellectual disabilities into a non-supported workplace after the completion of the training program provided by Natural Blends Café. The organization would like to understand the differences between employers who hire these individuals and those who do not, and how to encourage more employers to hire these individuals.

This research will play a role in helping Natural Blends Café to integrate the trainees into non-supported workplaces with greater success. The research will also help inform Natural Blends Café of best practices for integration, as well as future program development and delivery. This project is being conducted between Jan.24/2005 till April 5/2005, using a combination of questionnaires and interviews. Our final report will be submitted to Natural Blends Café and will be available to the public at the Trent Centre for Community-Based Education. No other use will be made of the data you provide.

Please take 10 minutes to complete the enclosed questionnaire. The information you provide will help Natural Blends Café to more successfully integrate their trainees into the non-supported workforce. Please feel free to contact our supervisors regarding any questions you have. We can be reached at emorgan@trentu.ca or nifoster@trentu.ca. You can contact Diane Woodruff of Natural Blends Café at 748-1234*, Jennifer Bowe at the TCCBE at 705-743-1234*, or Ann Macleod at the Trent-Fleming Nursing program at 749-1234, ext. 1234*. We would ask you to please keep this page, page 1, for your reference and submit the following page, page 2 and page 3 back to us.

Thank-you for your assistance,

Sincerely,

Nicole Foster

Elizabeth Morgan

*Community Opportunity and Innovation Network (COIN) Inc.

Appendix H

Natural Blends Café Research Project

Elizabeth Morgan and Nicole Foster, students in the Trent-Fleming Nursing Program, are conducting a research project for Natural Blends Café, a division of COIN Inc.* Ann Macleod and Jennifer Bowe of the Trent Centre for Community Based Education (TCCBE) are supervising us with this research.

Natural Blends Café has been providing social and skills training to individuals with intellectual disabilities for adults. They would like to find out what the best practices are for integrating individuals with intellectual disabilities into a non-supported workplace after the completion of the training program provided by Natural Blends Café. The organization would like to understand the differences between employers who hire these individuals and those who do not, and how to encourage more employers to hire these individuals.

This research will play a role in helping Natural Blends Café to integrate the trainees into non-supported workplaces with greater success. The research will also help inform Natural Blends Café of best practices for integration, as well as future program development and delivery. This project is being conducted between Jan.24/2005 and April 5/2005 using a combination of questionnaires and interviews.

Name of Participant giving consent _____

Telephone Number _____

(If you wish to receive a copy of the research report when it is complete, please provide your email address below. If you do not have access to email, provide your mailing address)

While it would be beneficial for our project to have the right to use the names of our participants in our final project, due to the potential sensitivity of these responses you may chose to have any identifying information withheld from the final project. I, the undersigned understand my rights:

- That I may withdraw from participation at any time or choose not to answer certain questions
- That no deception or risk to me or other participants is involved in this interaction
- That the researchers may use information and quotations from our interaction, and afterwards store them, subject to the following conditions (please check):
 - No conditions
 - That my anonymity be guaranteed
 - That I be given an opportunity to see and comment on a rough draft of the research product, before the final copy is submitted
 - Other conditions (please specify): _____

Name of person giving consent Signature Date

*Community Opportunity and Innovation Network

Appendix I

Questionnaire for Food Service Employers:

How important is it for an employee to have/be: (scale 1-5, 1 not important, 5 very important)

A) Oral communication,	1	2	3	4	5
B) Social skills,	1	2	3	4	5
C) Organization,	1	2	3	4	5
D) Time management,	1	2	3	4	5
E) Math skills,	1	2	3	4	5
F) Aware of cultural diversity,	1	2	3	4	5
G) Appearance (hair color, eye color, facial & body appearance)	1	2	3	4	5
H) Hygienic,	1	2	3	4	5
I) Team worker,	1	2	3	4	5
J) Leader,	1	2	3	4	5
K) Training/education,	1	2	3	4	5
L) Attendance,	1	2	3	4	5
M) Gender.	1	2	3	4	5
N) Individual worker,	1	2	3	4	5
O) Loyalty to business	1	2	3	4	5

What is the most important characteristic of an employee?

Does your business hire individuals with intellectual disabilities? Why or why not?

Are you aware of any employment training programs in the community for individuals with intellectual disabilities?

If yes, does this influence your hiring of individuals with intellectual disabilities?

What experience do your employees need if any to be employed by your business?

Do you know anyone with an intellectual disability? If yes or no, does this influence your hiring practices?

Appendix: J

Telephone Interview Questions for Social Enterprises

Hello, my name is _____; I am a 3rd year nursing student. Along with my partner _____, we are conducting a research project for Natural Blends Café, a division of a Peterborough company called COIN. We are contacting you in hopes for your participation in our research project through a 10-minute telephone interview.

Natural Blends Café provides social and skills training to individuals with intellectual disabilities in hopes that they will successfully be integrated into a non-supported workplace upon completion of their training. The aim of this research project is to find what the best practices are for integrating individuals with intellectual disabilities into a non-supported workplace. We hope that the results of our research will help Natural Blends Café to integrate the trainees into non-supported workplaces with greater success.

Would you mind taking 15 minutes to answer a few questions for us? Is now a good time, or would you like us to call back?

We want you to understand that your participation is voluntary, and should you wish to end this interview at any point, that is your right. Our final report will be submitted for to Natural Blends Café and will be available to the public at the Trent Centre for Community-Based Education. No other use will be made of the data you provide.

We are conducting this research project between Jan.24/2005 till April 5/2005 with assistance from our instructors in the Trent-Fleming Nursing Program and from the Trent Centre for Community Based Education. The project is being conducted in compliance with Trent University's policies pertaining to research ethics.

And now for our questions...

Questions for other social enterprises:

- 1) Is your agency's mission to train individuals with intellectual disabilities or hire individuals with intellectual disabilities?
- 2) How long has your agency been in business?
- 3) How is your agency funded? Ie. Corporate, private, federal, provincial, sales revenue...
- 4) Is your agency part of a larger organization, or is it the entire organization?
If yes, please answer, questions 5 & 6
- 5) What is the larger organization?
- 6) Are there any other organizations similar to yours run under the same larger organization?
- 7) Has your agency been able to sustain itself after initial funding or did you have you Apply for more?

8) If yes, what do you think was the most important strategy for being a self-sustaining agency?

9) What do you think is the most challenging aspect of becoming a self-sustaining agency?

10) Do you do advertising for your agency? How? Ie. Bookmarks, jars, flyers, etc..
If yes, who does the advertising target? Ie. Future employers, potential clients to increase sales, or individuals who need your services?

11) Is your agency involved in community events? How many a year approx.?

12) Do you feel that public awareness of this population and your services increases your success with relation to integrating these individuals?

13) How do you feel about making the public aware of your agency, with regards to the individuals having a disability, rather than not making the public aware of this population's unique characteristics?

Please answer questions 14- 21 if your agency's mission is to train these individuals in order to prepare them for employment.

14) Does your agency focus on the skills that the trainees already have and improve those skills or focus on what the trainee needs to acquire?

15) How many individuals have you successfully helped find a good job?approx.

16) How do you ensure that your trainees are going into a job where they will be treated fairly?

17) How do you find employers who will be sensitive to this population and is there a certain characteristic about employers that hire this population?

18) How do you promote the skills of these trainees to the employers?

19) How many trainees have graduated from your program?

20) What employers/companies has your agency found to be more willing to hire this population? ie. fast food restaurants, grocery stores, ect..

21) What do you feel was the most successful factor in being able to successfully integrate this population into non-supported workplaces?

Would you like to receive a copy of our final report? Thank you for your participation. If, at any time, you have a question about the research project and your participation in it, please contact me at (emorgan@trentu.ca/nifoster@trentu.ca). If I am no longer available or can't give you a satisfactory answer, you may contact one of my instructors, Ann Macleod at 749-1234, ext.1234* or Jennifer Bowe of the TCCBE at 705-743-1234*.

Appendix: K

Email Questionnaire to Social Enterprises

Dear Sir/Madame:

Hello, my name is Elizabeth Morgan; I am a 3rd year nursing student. Along with my partner Nicole Foster, we are conducting a research project for Natural Blends Café, a division of a Peterborough company called COIN. We are contacting you in hopes for your participation in our research project through this email questionnaire.

Natural Blends Café provides social and skills training to individuals with intellectual disabilities in hopes that they will successfully be integrated into a non-supported workplace upon completion of their training. The aim of this research project is to find what the best practices are for integrating individuals with intellectual disabilities into a non-supported workplace. We hope that the results of our research will help Natural Blends Café to integrate the trainees into non-supported workplaces with greater success.

We want you to understand that your participation is voluntary, and should you wish to not answer any question, that is your right. Our final report will be submitted for to Natural Blends Café and will be available to the public at the Trent Centre for Community-Based Education. No other use will be made of the data you provide.

We are conducting this research project between Jan.24/2005 till April 5/2005 with assistance from our instructors in the Trent-Fleming Nursing Program and from the Trent Centre for Community Based Education. The project is being conducted in compliance with Trent University's policies pertaining to research ethics.

And now for our questions.....

Questions : Questions were the same for both the telephone and email questionnaire.

If Yes, please provide the email address you would like it sent to: _____
Thank you for your participation. If, at any time, you have a question about the research project and your participation in it, please contact me at (emorgan@trentu.ca/nifoster@trentu.ca). If I am no longer available or can't give you a satisfactory answer, you may contact one of my instructors, Ann Macleod at 749-1234, ext.1234* or Jennifer Bowe of the TCCBE at 705-743-1234*.

Numbers were changed for this report for confidentiality purposes.

