



# Cleaning with Meaning NY

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CHANGING LIVES



**“Cleaning services provided with  
pride and dignity.”**

*- Tagline created by individuals who will work in business*

# Mission Statement

Cleaning with Meaning provides outstanding, green, residential and commercial cleaning services to our customers with a business model that creates jobs and supports people with disabilities to be successful in the workforce.



## YELP AD

[https://www.yelp.com/biz\\_photos/2I9-C0saXHx2RDGDZtAJIQ?select\\_biz\\_video=WbusJR2a8m9Xa0gZrYujukQ](https://www.yelp.com/biz_photos/2I9-C0saXHx2RDGDZtAJIQ?select_biz_video=WbusJR2a8m9Xa0gZrYujukQ)

# PRIDE



- Most Employees with Disabilities **1<sup>ST</sup>** Job
  - Day Habs
  - Supported Employment
  - PreVoc
- Competitive Wages
- Uniforms
- Job is great equalizer
- Personal Satisfaction in a job well done
- Customers express gratitude and appreciation



# Workforce Plan

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Typical integrated “cleaning crew” will consist of two **Cleaners: Cleaning Technician** (disabled) and **Team Leader** (non-disabled).

All cleaners must successfully complete an intensive training program.

All cleaners work as a team. The goal of the team is to have all members work at the same level and cross check each others work.

New hires are offered either Team Leader or Cleaning Technician positions. The offer is based on experience. Many disabled individuals have been promoted to team leader.

# Our Goals



Provide high quality and dependable cleaning services to our customers.

Provide a business platform for individuals with I/DD to obtain skills in all aspects of operating a cleaning business.

Provide individualized training for those who have previously faced barriers to employment that will enable them to become productive and successful in the workforce.

Support people in moving from a supporting business model to full competitive employment with for-profit companies as their abilities progress.

Identify, strengthen and employ natural supports in the workplace.

Use of Social Capital to increase employment success and create opportunities for employment beyond Cleaning with Meaning NY.

# Social Capital



Social networks are an important aspect of a person's health and quality of life and has been shown to improve people's physical and mental health outcomes (Rodgers et al., 2019).

Social capital can improve access to resources, resilience, and mutual aid; it can help people survive in natural disasters or as they navigate living in poverty (Hawkins & Maurer, 2010; Kyne & Aldrich, 2020; Mithen et al., 2015).

Hence the name social capital – our social networks can literally serve as a form of capital or asset to improve our wellbeing, like money can.

# Social Capital



# Natural Supports



The term “natural supports” is most frequently used when speaking about people with disabilities, but they are really just an extension of what people without disabilities do for each other, in the workplace, in the home, or out in the public arena. They refer to assistance that can be provided to employees with disabilities so they can be more successful at their jobs (to the betterment of the entire company or organization) and so they can feel more welcome and included as part of the workplace’s social fabric.

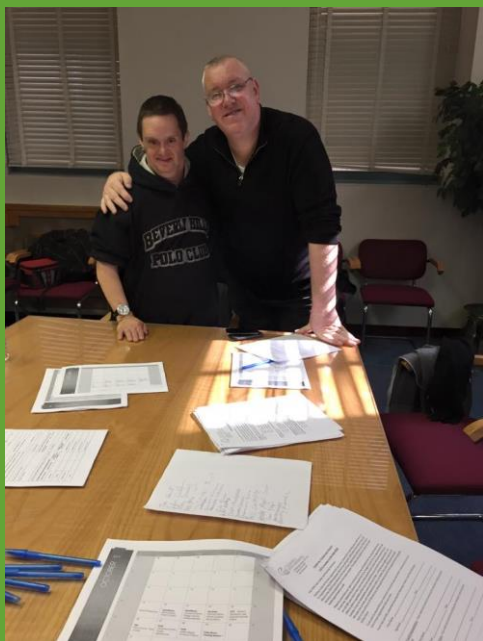
# Natural Supports



## FACTS:

- The first few days (and weeks) at work are a critical time for developing work and social relationships with others on the job. This is true of not only people with disabilities, but anyone starting a new job.
- These social connections not only make work a more enjoyable place to be, but are essential for learning job tasks, obtaining needed assistance from other employees and figuring out the formal and informal rules and culture that help a new employee to “fit in” and be accepted in the workplace.

# Job Coach and Fading



In some early supported employment programs, the job coach was responsible for orientation of the individual to the workplace, teaching tasks, monitoring work quality, supervising and providing social and emotional supports. Then, once the individual learned the job, the job coach would start to “fade” from the job site.

It was at this time that the job coach would try to figure out how to help the worker develop social connections and natural supports.

This approach isolates the individual from the typical orientation and training procedures, as well as from the typical social routines of the other employees.

Research and our own experience have shown that if integration of the person with a disability into the workplace using available supports does not begin to occur when the individual starts the job, it is very difficult to “make it happen” when it is time for the job coach to fade.

Therefore, when job coaching, an approach must be used that allows for all supports to be tapped into from day one, so that the individual is trained and socially connected in the workplace

# Examples of Natural Supports



## Natural Supports in the Workplace:

- Staff members spending a little extra time making sure their new colleague understands what is expected of them
- Helping the employee with a disability fill out a required onboarding form
- A peer or supervisor who helps review a task list at the end of each day
- A colleague gently reminding the employee when a scheduled break is over
- A colleague who reads the morning mail for an employee who is blind
- Going the extra step by inviting employees to sit with them at lunch or to join the group for an after-work social event
- A staff member who has a son or daughter or sibling on the autism spectrum supporting an employee with autism who is struggling with anxiety

# Natural Supports vs Paid Support



A paid support might be a job coach or staff outside of the company or organization tasked with assisting the employee with a disability in doing his or her job. They may also show up periodically when the employee is being transitioned to new job responsibilities. Although this can be a very beneficial component in the beginning, after a while it sets up a barrier between the employee with a disability and their work peers.

It sends a message to the workplace and to the employee himself that this employee cannot do this job without a support person.

It also gets in the way of the natural development of friendships in a work setting and does little to promote self-esteem and independence.

“IT MAKES ME FEEL DIFFERENT”

# Co-Workers as Trainers



- If possible, observe the co-worker's training style with other employees
- Give the worker some basic training skills and suggestions
- Provide opportunities for feedback and support to the co-worker
- Show co-workers how to measure progress
- Be available to back-up or supplement co-worker training

# Co-Workers as Trainers



Reinforce the use of good training techniques

- It is important that the co-worker trainer(s) and the worker have compatible personalities and styles
- This includes information about the worker's preferred learning style
- As employers and co-workers take on more responsibility for training and supporting the worker, the job coach's role becomes more of a consultant and support to the "supporters"
- Involving the co-worker as trainer does not preclude the job coach from providing direct training when the demands, comfort level or skills required go beyond what the co-worker can or will do



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## Contact Information



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