



# Empowering Consumer Participation in Employment Supports: Facilitators and Strategies

Lynn Shaw PhD, OT Reg.(Ont.), & Margaret Liu, BHSc.

School of Occupational Therapy, University of Western Ontario; London, Ontario, Canada.

**Background:** Recent shifts in health and rehabilitation service delivery paradigms demand that users, such as persons with disabilities, take on a leadership role or collaborate more with providers in the service process. While some persons enter the service process equipped to assume an active role, others find it challenging to take responsibility for managing their health; let alone advocate on their own behalf for service needs. Thus, a closer examination of the factors and strategies to successfully enact self-directed and partnering roles in the health and rehabilitation services was conducted. Findings from three studies are encapsulated below and outline actions needed to achieve more consistent opportunities for consumer self-direction.

**Study 1:**  
Investigation of consumer and provider experiences in enacting a self-directed approach to employment supports. Findings suggest actions and efforts that consumers and providers can take to optimize environments for self-direction and participation.  
(Shaw, et al, in press; Shaw et al, 2004a; 2004b)



**Study 2:**  
Validating the potential of the ICF to elaborate barriers and facilitators of consumer participation.  
(Shaw, Leysnon, & Liu)

**Study 3:**  
Examining system barriers to and strategies for return to work and return to function for persons with chronic disabilities  
(Shaw, Korzycki, Korzycki)



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**CONTACT INFORMATION**

Lynn Shaw PhD, OT Reg.(Ont.)