

## “They work with their hearts and show it to everyone else here”

### Bach’s Towing

Elma, Western NY DDSO – Buffalo area

Don Bach is the owner of Bach’s Towing, in Elma, a small town located in western New York. The company provides towing, hauling, auto and truck repair services.

Don first met Jason through Suburban Adult Services, Inc., an organization which helps people with developmental disabilities to find employment. Jason was interested in learning more about automobiles and began to spend time in Don’s shop and with Don’s employees. Eventually, after knowing Jason for awhile, Don explains his decision to hire Jason:

*“After getting to know Jason, with Jason observing our facility, and becoming a friend, we became more aware of the potential Jason had. We interviewed Jason and explained the job. He would be required to have responsibilities and answer for his time here.”*

Together, Don’s staff and Jason got to know one another’s abilities and expectations. Don says he’s very pleased with the way it’s gone, and has seen tremendous growth from Jason as well as the rest of his staff.

*“Our expectations had to be along the lines of patience, understanding, and allowing more time to help mentor Jason. His job coach was frequently on-scene to make sure that Jason understood his job, and that it was going well.”*



That patience was amply rewarded.

*“Jason has grown in his confidence and independence. If no one’s there to tell him what to do he just finds something that needs to be done and does it without being asked. When people are working on something he asks if he can help and be a part of what’s being done. He’s set a real example for all of us – he does just about anything without being asked, and shows a real effort to be busy and helpful.”*

Since hiring Jason just over four years ago, Don has hired two other individuals with developmental disabilities. The staff of Bach’s Towing (20 people in all) treat their fellow employees like family, and admire and care about them.

*“They work with their hearts and show it to everyone else here. We would not think of the place being the same without these folks here.”*