Katie (Kentucky)

Katie has been a crew member at Taco Bell for 30 years. During that time she has seen many co-workers and supervisors come and go. But Katie loves her job and has remained loyal throughout the years.

During the COVID-19 crisis, Katie continued to report to work, performing vital tasks such as food preparation and attending to keeping dining tables and restrooms clean. “Katie could have easily been temporarily let go during COVID,” said Christina Hopewell from Dreams with Wings. “Her supervisors saw her as an essential part of the team, so she’s continued to work during this difficult time.”

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The COVID pandemic resulted in changes to the job supports that Katie is used to receiving. Prior to the pandemic, her job coach visited in-person at least once per week. However, her support team had to make a shift to remote supports. “As we know, being together virtually is not the same as being in person,” Christina noted. Katie was experiencing some challenges with managing her behaviors, and her team needed to find new ways of supporting her. Ongoing communication with her managers, support team and family were critical. “Her natural supports, the General and Assistant Managers, were amazing. They worked wonderfully with Katie so she could continue to work.”

While Katie misses seeing and talking to customers, she looks forward to them returning in the future. In the meantime, Katie wants to do a good job, contribute to the team and make her boss happy. Katie’s supervisors want to make sure that she feels included and essential to the success of Taco Bell throughout the public health crisis and beyond.

Celebrating National Disability Employment Awareness Month!

We salute essential workers!