

# Needs Determination

The needs determination should help determine what coaches (staff, volunteers, interns), learning resources, and tools client will need to gain a deeper understanding of renting and tenancy, Canadian culture and lifestyle, renting, and employment.

The stages of the needs determination are adapted from the stages of Canadian Language Benchmark Levels.

## Guesting & Tenancy

<b>Garbage and Recycling</b>			
Landlords in Canada want tenants who know how to dispose of their garbage properly and can correctly sort their recycling.			
	Stage 1	Stage 2	Stage 3
I know where to find supplies such as garbage bags so I can dispose of garbage, compost, and recycling properly.	Yes <input type="checkbox"/>	No <input type="checkbox"/>	
I know how to correctly sort and dispose of recycling, compost, and garbage in Canada.	Not at all <input type="checkbox"/>	Sometimes <input type="checkbox"/>	All the time <input type="checkbox"/>

<b>Health &amp; Safety</b>			
	Stage 1	Stage 2	Stage 3
I know when to call 911 or other emergency numbers and when it is appropriate to do so.	Not at all <input type="checkbox"/>	Sometimes <input type="checkbox"/>	All the time <input type="checkbox"/>
I know how to properly store cleaning products.	Not at all <input type="checkbox"/>	Sometimes <input type="checkbox"/>	All the time <input type="checkbox"/>
I know where the first aid kit is kept in the Guest House and I know how to treat my own minor injuries.	Not at all <input type="checkbox"/>	Sometimes <input type="checkbox"/>	All the time <input type="checkbox"/>
I know where to find a pharmacy and I can identify medication that I can purchase without a prescription to help with minor illnesses like colds and headaches.	Not at all <input type="checkbox"/>	Sometimes <input type="checkbox"/>	All the time <input type="checkbox"/>
I know when to ask the Program Director (or Guest Host) for help with first aid.	Not at all <input type="checkbox"/>	Sometimes <input type="checkbox"/>	All the time <input type="checkbox"/>

If I am cooking and there is a grease fire, I know how to safely put it out.	Not at all <input type="checkbox"/>	Sometimes <input type="checkbox"/>	All the time <input type="checkbox"/>
If I am going to a medical appointment, I know what documentation to bring with me.	Not at all <input type="checkbox"/>	Sometimes <input type="checkbox"/>	All the time <input type="checkbox"/>
I know what health benefits I am entitled to under Ontario Works such as eye care and dental care.	Not at all <input type="checkbox"/>	A little <input type="checkbox"/>	Completely <input type="checkbox"/>
I am prepared to deal with winter conditions in Canada such as proper winter wear or using salt on sidewalks.	Not at all <input type="checkbox"/>	A little <input type="checkbox"/>	Completely <input type="checkbox"/>
I know who to contact about what I am entitled to under the Interim Federal Health Program.	Yes <input type="checkbox"/>	No <input type="checkbox"/>	
If I use an ambulance and receive a bill I know I should talk to my COMPASS case worker about it.	Yes <input type="checkbox"/>	No <input type="checkbox"/>	
I know how to safely evacuate the building where I am living if there was an emergency.	Yes <input type="checkbox"/>	No <input type="checkbox"/>	
I know how to lock and unlock doors and windows where I am living.	Yes <input type="checkbox"/>	No <input type="checkbox"/>	
I have a doctor and dentist who I can schedule appointments with.		Yes <input type="checkbox"/>	No <input type="checkbox"/>
I know how to use a fire extinguisher.			Yes <input type="checkbox"/>
			No <input type="checkbox"/>

<b>Food &amp; Food Safety</b>			
	<b>Stage 1</b>	<b>Stage 2</b>	<b>Stage 3</b>
I know the name in English and uses of most cooking utensils.	Not at all <input type="checkbox"/>	Sometimes <input type="checkbox"/>	All the time <input type="checkbox"/>
I know how to access emergency food programs if I need to.	Not at all <input type="checkbox"/>	Sometimes <input type="checkbox"/>	All the time <input type="checkbox"/>
I know how to properly store food to avoid bugs and spoiling.	Not at all <input type="checkbox"/>	Sometimes <input type="checkbox"/>	All the time <input type="checkbox"/>
I can locate, read, and understand the best before dates and/or expiration dates on groceries bought in Canada to know if they are still good.	Not at all <input type="checkbox"/>	Sometimes <input type="checkbox"/>	All the time <input type="checkbox"/>
I follow basic food safety rules such as washing my hands or the surfaces I am preparing food and cooking on.	Not at all <input type="checkbox"/>	A little <input type="checkbox"/>	Completely <input type="checkbox"/>
I can prepare food for myself.	Not at all <input type="checkbox"/>	Sometimes <input type="checkbox"/>	All the time <input type="checkbox"/>

<b>Cleaning &amp; Hygiene</b>				
	<b>Stage 1</b>		<b>Stage 2</b>	<b>Stage 3</b>
I use the proper cleaning products to sweep floors, wash floors, wash windows, dust furniture, clean shower, clean toilet, and sink.	Not at all <input type="checkbox"/>		Sometimes <input type="checkbox"/>	All the time <input type="checkbox"/>
I know how to prevent roaches, ants, mice, etc.	Not at all <input type="checkbox"/>		A little <input type="checkbox"/>	Completely <input type="checkbox"/>
I know how to use the vacuum.	Not at all <input type="checkbox"/>		Sometimes <input type="checkbox"/>	All the time <input type="checkbox"/>
I know how to clean the vacuum.	Yes <input type="checkbox"/>	No <input type="checkbox"/>		
I keep my towels and linens clean and dry.	Yes <input type="checkbox"/>	No <input type="checkbox"/>		
I wipe down the elements on the stove after each use.	Yes <input type="checkbox"/>	No <input type="checkbox"/>		
I know how clean the elements on the stove using the correct cleaner.	Yes <input type="checkbox"/>	No <input type="checkbox"/>		
I know how to clean the stove oven using the correct cleaner.	Yes <input type="checkbox"/>	No <input type="checkbox"/>		
I can read the instructions on the product and wash my dishes using the correct amount of dish soap.	Yes <input type="checkbox"/>	No <input type="checkbox"/>		
I wash my dishes right after using them and store them in the proper storage.	Yes <input type="checkbox"/>	No <input type="checkbox"/>		
I know what should not go into sinks and toilets to prevent sinks them from clogging.	Yes <input type="checkbox"/>	No <input type="checkbox"/>		
I keep the house and my room in a reasonably clean state.	Yes <input type="checkbox"/>	No <input type="checkbox"/>		
I use drawers, closets, and assigned storage spaces to keep my space neat and tidy.	Yes <input type="checkbox"/>	No <input type="checkbox"/>		

<b>Appliances</b>			
	<b>Stage 1</b>	<b>Stage 2</b>	<b>Stage 3</b>
I know how to read the instructions on various products to use the correct amount of soap, bleach, or fabric softener for the washer and dryer.	Not at all <input type="checkbox"/>	A little <input type="checkbox"/>	Completely <input type="checkbox"/>
I know how to use small kitchen appliances (microwave, hand mixer, blender, coffee maker, toaster, rice cooker, slow cooker, etc.)	Not at all <input type="checkbox"/>	A little <input type="checkbox"/>	Completely <input type="checkbox"/>
I know how to sort clothes and use the appropriate washer and dryer setting.	Not at all <input type="checkbox"/>	Sometimes <input type="checkbox"/>	All the time <input type="checkbox"/>
I can read clothing labels and determine which clothes need to be hand washed or machine washed.	Not at all <input type="checkbox"/>	Sometimes <input type="checkbox"/>	All the time <input type="checkbox"/>
I know how to use other appliances such as a dishwasher if it is available.	Not at all <input type="checkbox"/>	Sometimes <input type="checkbox"/>	All the time <input type="checkbox"/>
I know how to use the washer and dryer.	Yes <input type="checkbox"/>	No <input type="checkbox"/>	
I know how to clean the dryer filter and clean it after each use.	Yes <input type="checkbox"/>	No <input type="checkbox"/>	

## Culture & Lifestyle

<b>Public Transportation</b>				
	<b>Stage 1</b>		<b>Stage 2</b>	<b>Stage 3</b>
I can use the internet to find out about bus routes and transfers.	Not at all <input type="checkbox"/>		Sometimes <input type="checkbox"/>	All the time <input type="checkbox"/>
I can provide other people with directions to get to a grocery store or pharmacy.	Not at all <input type="checkbox"/>		Sometimes <input type="checkbox"/>	All the time <input type="checkbox"/>
I know how to find transportation to get outside of Waterloo Region (GO Train, bus) and how much it will cost.	Yes <input type="checkbox"/>	No <input type="checkbox"/>		
I plan on using public transportation in Canada.	Yes <input type="checkbox"/>	No <input type="checkbox"/>		
I know where to go to get a EasyGO fare card to use for public transportation and the correct amount to buy one.	Yes <input type="checkbox"/>	No <input type="checkbox"/>		
I know how to use a seatbelt and that I am required to wear one in Canada.	Yes <input type="checkbox"/>	No <input type="checkbox"/>		
I know where the nearest public bus stop is.	Yes <input type="checkbox"/>	No <input type="checkbox"/>		
I can call for a taxi or pay for ride program and provide the information needed and I know the approximate cost.	Yes <input type="checkbox"/>	No <input type="checkbox"/>		
I would like to get my Canadian driver's license.	Yes <input type="checkbox"/>	No <input type="checkbox"/>		
I know what is required to get a driver's license in Canada.	Yes <input type="checkbox"/>	No <input type="checkbox"/>		

<b>Money &amp; Finances</b>				
	<b>Stage 1</b>		<b>Stage 2</b>	<b>Stage 3</b>
I can buy something and know when I receive the correct change.	Not at all <input type="checkbox"/>		Sometimes <input type="checkbox"/>	All the time <input type="checkbox"/>
I understand banking transactions such as debit/credit cards and the fees for using them.	Not at all <input type="checkbox"/>		Sometimes <input type="checkbox"/>	All the time <input type="checkbox"/>
I understand the difference between banking accounts, how to find a bank that I would like to use and the risks of using a cash or payday loan store.	Not at all <input type="checkbox"/>		Sometimes <input type="checkbox"/>	All the time <input type="checkbox"/>

I understand about the fees for buying on credit, loans, and late payment penalties in Canada and how they might affect my credit scores.	Not at all <input type="checkbox"/>	Sometimes <input type="checkbox"/>	All the time <input type="checkbox"/>
I can complete a monthly budget and I budget for unanticipated emergencies and for savings.	Not at all <input type="checkbox"/>	Sometimes <input type="checkbox"/>	All the time <input type="checkbox"/>
I understand my phone contract and bill.	Not at all <input type="checkbox"/>	Sometimes <input type="checkbox"/>	All the time <input type="checkbox"/>
I have a banking account and I can use on-line banking to keep track of my money.	Not at all <input type="checkbox"/>	Sometimes <input type="checkbox"/>	All the time <input type="checkbox"/>
I can convert the currency I am familiar with into Canadian currency.	Yes <input type="checkbox"/>	No <input type="checkbox"/>	
I know where to go to get my money converted.	Yes <input type="checkbox"/>	No <input type="checkbox"/>	
I know how to get Canadian identification to help me get a bank account or credit card.	Yes <input type="checkbox"/>	No <input type="checkbox"/>	
I know the name and contact information of my Ontario Works caseworker.	Yes <input type="checkbox"/>	No <input type="checkbox"/>	
I know how to read my pay stub whether I receive one from Ontario Works or from an employer.	Yes <input type="checkbox"/>	No <input type="checkbox"/>	
I know how much I will receive from Ontario Works for rent and basic needs.	Yes <input type="checkbox"/>	No <input type="checkbox"/>	
I know how to use the Ontario Works Royal Bank of Canada debit card.	Yes <input type="checkbox"/>	No <input type="checkbox"/>	
I know I have to file taxes in Canada every year, and I know where to get help to file them.	Yes <input type="checkbox"/>	No <input type="checkbox"/>	

<b>Community &amp; Government Resources</b>					
	<b>Stage 1</b>		<b>Stage 2</b>	<b>Stage 3</b>	
I know what services my local library offers and how to get a library card.	Not at all <input type="checkbox"/>		Sometimes <input type="checkbox"/>	All the time <input type="checkbox"/>	
I know how much it costs to buy a stamp, where to buy a stamp, and where the closest postal box or post office is located.	Not at all <input type="checkbox"/>		Sometimes <input type="checkbox"/>	All the time <input type="checkbox"/>	
I know where the closest school is and how to enroll myself or my child or children.	Yes <input type="checkbox"/>	No <input type="checkbox"/>			
I have enrolled in an English as a Second Language course.	Yes <input type="checkbox"/>	No <input type="checkbox"/>			N/A <input type="checkbox"/>
I know about educational bridging programs to get the Canadian equivalency for my previous education.	Yes <input type="checkbox"/>	No <input type="checkbox"/>			
I know when to contact Legal Aid when I have legal questions.	Yes <input type="checkbox"/>	No <input type="checkbox"/>			

<b>Engagement</b>				
	<b>Stage 1</b>		<b>Stage 2</b>	<b>Stage 3</b>
I know who to ask about recreational activities, community events, or sports.	Not at all <input type="checkbox"/>		Sometimes <input type="checkbox"/>	All the time <input type="checkbox"/>
I feel comfortable using my English skills to participate or lead a conversation in English.	Not at all <input type="checkbox"/>		Sometimes <input type="checkbox"/>	All the time <input type="checkbox"/>
I understand how to use and keep myself safe on social media to protect myself from frauds, scams, harassment, and discrimination.	Not at all <input type="checkbox"/>		Sometimes <input type="checkbox"/>	All the time <input type="checkbox"/>
I know who to ask about cultural/religious opportunities.	Not at all <input type="checkbox"/>		Sometimes <input type="checkbox"/>	All the time <input type="checkbox"/>
I know who to ask if I am interested in learning or developing a skill such as sewing, knitting, cooking, quilting, or other hobbies.	Not at all <input type="checkbox"/>		Sometimes <input type="checkbox"/>	All the time <input type="checkbox"/>
I know who to ask about volunteer opportunities.	Yes <input type="checkbox"/>	No <input type="checkbox"/>		
I would like to participate in an English conversational program.	Yes <input type="checkbox"/>	No <input type="checkbox"/>		

## Renting

Renting	Stage 1		Stage 2	Stage 3
I am comfortable in using on-line rent boards to search for rental vacancies, contacting a landlord about available units and keeping myself safe from frauds and scam.	Not at all <input type="checkbox"/>		A little <input type="checkbox"/>	Completely <input type="checkbox"/>
I understand about what is needed to move into a rental unit such as moving costs, deposits, credit scores, etc.	Not at all <input type="checkbox"/>		A little <input type="checkbox"/>	Completely <input type="checkbox"/>
I understand my rights and obligations as a tenant such as maintenance and repairs, privacy, rental payment etc.	Not at all <input type="checkbox"/>		A little <input type="checkbox"/>	Completely <input type="checkbox"/>
I understand about a landlord's responsibilities for maintenance and repairs to my rental unit.	Not at all <input type="checkbox"/>		A little <input type="checkbox"/>	Completely <input type="checkbox"/>
I understand my landlord's rights and responsibilities	Not at all <input type="checkbox"/>		A little <input type="checkbox"/>	Completely <input type="checkbox"/>
I understand about my responsibilities in moving out of a rental unit and what to do if I am being evicted.	Not at all <input type="checkbox"/>		A little <input type="checkbox"/>	Completely <input type="checkbox"/>
I am prepared to deal with move in costs for independent housing like utility deposits, connection fees, deposits, first/last month rent	Not at all <input type="checkbox"/>		A little <input type="checkbox"/>	Completely <input type="checkbox"/>
I know about utility subsidy programs that might help me to pay for my heat and hydro.	Yes <input type="checkbox"/>	No <input type="checkbox"/>		
I know who to call to arrange for utilities.	Yes <input type="checkbox"/>	No <input type="checkbox"/>		
I can complete a rental application.	Yes <input type="checkbox"/>	No <input type="checkbox"/>		
I know about programs or agencies that might help with these costs such as purchase of furniture and other household items.	Yes <input type="checkbox"/>	No <input type="checkbox"/>		
I know how to inspect the apartment to make sure appliances work and that the landlord has supplied the accurate information about the apartment and the neighbourhood.	Yes <input type="checkbox"/>	No <input type="checkbox"/>		
I know who to talk to about help with evictions, rental arrears, and landlord problems.	Yes <input type="checkbox"/>	No <input type="checkbox"/>		
I understand the COMPASS Refugee Centre's Guest program.	Yes <input type="checkbox"/>	No <input type="checkbox"/>		
I can set up a free email account.	Yes <input type="checkbox"/>	No <input type="checkbox"/>		



I know how to determine who would be a good roommate.	Yes <input type="checkbox"/>	No <input type="checkbox"/>	N/A <input type="checkbox"/>	
---	------------------------------	-----------------------------	------------------------------	--

## Employment

Rights & Obligations			
	Stage 1	Stage 2	Stage 3
I understand my legal rights to breaks at work, receiving holiday pay and legal hours of work in Canada.	Not at all <input type="checkbox"/>	Sometimes <input type="checkbox"/>	All the time <input type="checkbox"/>
I understand about my legal rights about pay and overtime	Not at all <input type="checkbox"/>	Sometimes <input type="checkbox"/>	All the time <input type="checkbox"/>
I understand my legal rights when I have been fired or laid off.	Not at all <input type="checkbox"/>	Sometimes <input type="checkbox"/>	All the time <input type="checkbox"/>
I know my basic rights as a worker in Canada.	Not at all <input type="checkbox"/>	Sometimes <input type="checkbox"/>	All the time <input type="checkbox"/>
I know about Employment Insurance for when I lose my job and who to ask about it.	Not at all <input type="checkbox"/>	Sometimes <input type="checkbox"/>	All the time <input type="checkbox"/>

Job Search			
	Stage 1	Stage 2	Stage 3
I know how to develop a resume for the Canadian job market.	Not at all <input type="checkbox"/>	A little <input type="checkbox"/>	Completely <input type="checkbox"/>
I feel comfortable answering the questions that might be asked in an interview.	Not at all <input type="checkbox"/>	A little <input type="checkbox"/>	Completely <input type="checkbox"/>
I know how to use the internet to search for job postings and can keep myself safe from job scams and frauds.	Not at all <input type="checkbox"/>	A little <input type="checkbox"/>	Completely <input type="checkbox"/>
I feel prepared to go to an interview	Not at all <input type="checkbox"/>	A little <input type="checkbox"/>	Completely <input type="checkbox"/>
I have different versions of a resume that I can give to employers for different job postings.	Yes <input type="checkbox"/>	No <input type="checkbox"/>	
I feel comfortable writing a cover letter for each job posting I reply to.	Yes <input type="checkbox"/>	No <input type="checkbox"/>	
I understand the value of volunteer work for my job search.	Yes <input type="checkbox"/>	No <input type="checkbox"/>	
I have references that I can provide to an employer.	Yes <input type="checkbox"/>	No <input type="checkbox"/>	