

Common Assessment (CA) Reference Guide

January 2024 | Version 3.0



Document History

Version	Date	Summary of Changes
1.0	April 2020	<ul style="list-style-type: none"> Initial version of guide
1.1	June 2020	<ul style="list-style-type: none"> Content additions and updates
1.2	July 2020	<ul style="list-style-type: none"> Guide reformatted
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2.2	July 2022	<ul style="list-style-type: none"> Content additions and updates
3.0	January 2024	<ul style="list-style-type: none"> Major revisions to reformat as a general reference guide (guide is no longer a myEOIS user guide) Updated introduction to reflect new purpose of guide Content additions and updates

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Introduction

The Common Assessment (CA) is a digital intake questionnaire administered by service providers of Integrated Employment Services (IES) and Social Assistance (SA) delivery agents.

This document serves as an offline reference to the online digital CA questionnaire, including questions, response options, help text and preambles.

Conditional questions – which are only applicable depending on the answer to previous questions – are highlighted in grey. The explanation of when these Conditional questions are applicable can be found in the “Conditional Logic” section for these questions.

Client Background Information

We have some questions to ask you to help us better understand you and your story. The information you provide will help us know which services and programs would best support you. For example, specialized services for newcomers. The information you provide will not impact your employment opportunities in any way. We are asking these questions to understand your unique situation and know how we can best support you. If at any point you do not wish to continue, we can stop the questionnaire at any time. We can always continue at a later date.

BASIC INFORMATION

Social insurance number

Response Options

- [Enter social insurance number]

Name

Response Options

- First name [Enter first name]
- Middle name (optional) [Enter middle name]
- Last name [Enter last name]

Birth date

Response Options

- Year [Enter year]
- Month [Enter month]
- Day [Enter day]
- 📅 [Select exact date from calendar]

Help Text

- Example 1974-Jan-01

MAILING ADDRESS AND CONTACT INFORMATION

Address

Response Options

- Postal or zip code [Enter postal or zip code]
- Apt # (optional) [Enter apartment number]
- Street # [Enter street number]
- Street name [Enter street number]
- City [Enter city]
- Province or state [Enter province or state]
- Country [Enter country]

Help Text

- What if I cannot provide an address?
 - If you are unable to provide an address, then use the address of the service provider.

Primary phone

Response Options

- [Enter primary phone number]
- Extension (optional) [Enter extension]
- No telephone

Alternate phone # (optional)

Response Options

- (optional) [Enter alternate phone number]
- Extension (optional) [Enter extension]

E-mail address

Response Options

- [Enter e-mail address]
- No e-mail address

What is your preferred official language of communication?

Response Options

- English
- French

DEMOGRAPHIC INFORMATION

The questions in this section are about how you describe yourself. The questions are about things like where you were born, your gender and your education. Your answers will help us start a conversation about services and programs you may be interested in or benefit from. Collecting this information also helps us understand if our programs and services are serving everyone in a fair and equitable way.

Where were you born? Select a country.

Response Options

- [drop-down list of countries]
- Prefer not to answer

What is your status in Canada?

Response Options

- Canadian citizen
- Naturalized Canadian citizen
- Permanent resident
- Protected Person
- Refugee claimant
- Other (specify)

Help Text

- What do these statuses mean?
 - A Canadian citizen is a person who is a citizen by birth.
 - A naturalized Canadian citizen is an immigrant who has applied for and been granted citizenship.
 - A permanent resident is a person who has been granted the right to live in Canada permanently by immigration authorities. If currently awaiting official documents for permanent residency, please select Permanent resident.
 - A protected person (or Convention refugee) is a person who has reason to fear persecution in their country of origin due to race, religion, nationality, membership in a social group, or political opinion.
 - Refugee claimants (or asylum claimants) are individuals who request protection upon or after arrival in Canada and are waiting for a decision on their claim from the Immigration and Refugee Board of Canada.
 - Other could include persons from another country who have a work or study permit. If the existing options do not apply, select “Other” and specify.

When you immigrated to Canada, which class category did you apply through?

Conditional Logic

Question is only applicable if “What is your status in Canada?” is “Naturalized Canadian Citizen”, “Permanent Resident”, or “Protected Person”.

Response Options

- Economic class
- Family class
- Refugee class
- Unknown class

Help Text

- What do these class categories mean?
 - Class or admission category refers to the name of the immigration program under which an immigrant has been granted for the first time the right to live in Canada permanently by immigration authorities.
 - Economic class immigrants include skilled workers, business immigrants, provincial and territorial nominees, or caregivers, as well as their spouses and dependents.
 - Family class includes immigrants sponsored by a Canadian citizen or permanent resident. Family class immigrants are granted permanent resident status as the spouse, partner, parent, grand-parent, child or other relative of the sponsor. Spouses and dependents of economic class immigrants should check “Economic class”.
 - Refugee class category includes immigrants granted permanent resident status on the basis of a well-founded fear of returning to their home country. This could be fear of persecution for reasons of race, religion, nationality or membership in particular social group or their political opinion (Geneva Convention refugees). This class also includes persons seriously and personally affected by civil war or armed conflict, or those who have suffered a massive violation of human rights. This includes both resettled refugees and protected persons in Canada.
 - Unknown immigrant class includes immigrants who were granted permanent resident status under a program that does not fall in neither the economic, family, nor refugee class categories.

As a refugee claimant, did you arrive in Ontario or another province or territory?

Conditional Logic

Question is only applicable if “What is your status in Canada?” is “Refugee Claimant”.

Response Options


- Arrived in Ontario
- Arrived in another province or territory

When did you arrive in Canada?

Conditional Logic

Question is only applicable if “Where were you born?” is not “Canada”.

Response Options

- Year [Enter year]
- Month [Enter month]
- Day [Enter day]
-  [Select exact date from calendar]
- Prefer not to answer

Help Text

- Example 1990-Jan-01
- What does arrive in Canada mean or what if exact date is not known?
 - Arrival date is the date you first physically arrived in Canada as a permanent resident, or the date you arrived in Canada to seek asylum (in the case of refugee claimants).
 - Client may provide best guess if exact date is not known.

What is your marital status?

Response Options

- Single
- Married
- Common law
- Separated
- Divorced
- Widowed
- Prefer not to answer

Help Text

- What do these statuses mean?
 - A single person is one who has never been married, or a person whose marriage has been annulled and who has not remarried.
 - A married person is one who is legally married and not separated.
 - A common law person is living with a person as a couple in a relationship of some permanence but is not legally married to that person.
 - A separated person is legally married but is not living with their spouse because the couple no longer wants to live together.
 - A divorced person is one who has obtained a legal divorce and has not remarried.
 - A widowed person is one whose spouse has died and who has not remarried.

How many dependents do you have?

Response Options

- [whole number from 0 to 98] dependents
- Prefer not to answer

Help Text

- What's a dependent?
 - An individual who lives in the same household as the participant and for whom they have caregiving responsibilities. The dependent may be a child by birth, marriage, or adoption, may be a foster child, or is an adult dependent (e.g. an adult child with a disability).

The next few questions are about how you describe yourself, including your gender, sexual orientation and race. We ask these questions to help us understand if there are specialized services and programs that can support you. We also ask these questions so that we can ensure we are serving everyone in our programs fairly.

What is your current gender identity? Select all that apply.

Response Options

- Man
- Woman
- Transgender
- Transgender woman
- Transgender man
- Gender non-binary
- Two-spirit
- Do not know
- Prefer not to answer
- Another gender identity (specify)

Help Text

- What do these gender identities mean?
 - Gender identity is a person's internal and deeply felt sense of being a man, a woman, both, neither or having another identity on the gender spectrum.
 - Transgender refers to a person whose gender identity differs from the one associated with their birth-assigned sex.
 - Transgender woman is a person who was assigned male at birth, but who identifies and lives as a woman.
 - Transgender man is a person who was assigned female at birth, but identifies and lives as a man.
 - Gender non-binary refers to a person whose gender identity does not align with the binary concept of gender such as man or woman.
 - Two spirit refers to an Indigenous person whose gender identity, spiritual identity or sexual orientation includes masculine, feminine or non-binary spirits.

Do you identify as LGBTQ+?

Response Options

- Yes
- No
- Prefer not to answer

Help Text

- LGBTQ+ stands for lesbian, gay, bisexual, transgender, transsexual, two-spirit, queer, questioning, intersex, asexual.

Francophones are those persons whose mother tongue is French, plus those whose mother tongue is neither French nor English but have a particular knowledge of French as an Official Language and use French at home.

Are you a Francophone?

Response Options

- Yes
- No
- Prefer not to answer

Do you identify as First Nations, Métis, and/or Inuit? If yes, select all that apply.

Response Options

- First Nations Status
- First Nations Non-Status
- Métis MNO (Métis Nation Ontario) Citizen
- Métis Self-Identified
- Inuit (Inuk)
- No, I am not Indigenous
- No, I am not Indigenous but other members of my household are
- Prefer not to answer

Please specify the First Nations band or community.

Conditional Logic

Question is only applicable if “Do you identify as First Nations, Métis, and/or Inuit” is “First Nations Status” or “First Nations Non-Status”.

Response Options

- _____
- Prefer not to answer

In our society, people are often described by their race or racial background. For example, some people are considered “White” or “Black” or “East/Southeast Asian,” etc.

Which race category best describes you? Select all that apply.

Response Options

- Black
- East/Southeast Asian
- Indigenous
- Latino
- Middle Eastern
- South Asian
- White
- Prefer not to answer
- Another race category (specify)

Help Text

- What are examples of these race categories?
 - Examples of Black are people of African, Afro-Caribbean, African-Canadian descent.
 - Examples of East/Southeast Asian are people of Chinese, Korean, Japanese, Taiwanese descent/ Filipino, Vietnamese, Cambodian, Thai, Indonesian, other Southeast Asian descent.
 - Examples of Indigenous are people of First Nations, Métis, Inuit descent.
 - Examples of Latino are people of Latin American, Hispanic descent.
 - Examples of Middle Eastern are people of Arab, Persian, West Asian descent, e.g., Afghan, Egyptian, Iranian, Lebanese, Turkish, Kurdish, etc.
 - Examples of South Asian are people of South Asian descent, e.g., East Indian, Pakistani, Bangladeshi, Sri Lankan, Indo-Caribbean, etc.
 - Example of White are people of European descent.
 - Another race category means another race category not described above.

What is the highest level of schooling you have attended?

Response Options

- Grade 0-8
- Grade 9
- Grade 10
- Grade 11
- Grade 12 or equivalent (GED)
- OAC or Grade 13
- Some college
- Some university
- Some apprenticeship
- Certificate of Apprenticeship
- Journey person
- Certificate/Diploma
- Bachelor’s degree
- Post graduate

What year did you stop or complete this schooling?

Response Options

- [Enter a year]

Help Text

- What if the exact year is not known?
 - Client may provide best guess if exact date is not known.

Where did you do this schooling?

Response Options

- In Canada
- Outside of Canada

SKILLS

The questions in this section are about your skills and how comfortable you are with doing certain tasks. Your answers will help us understand where you feel strongest and where we could work together to build your skills and confidence. Please respond based on your usual situation. For example, if you usually have accessibility supports or accommodations or are currently using medication or treatment, respond based on when you have the supports or are using the medication or treatment.

Do you need help to improve your language skills to help you get or keep a job?

Response Options

- Yes, I need help, my language skills need development
- No, I do not need help, my language skills are good enough
- No, I do not need help, my language skills are strong

Help Text

- What are language skills?
 - Language skills include reading, writing, listening, and speaking.
 - When answering consider the language you would need to get and keep a job.

Indicate the extent to which you agree or disagree with the following five statements.

I am comfortable reading and understanding written information.

Response Options

- 1 = Strongly disagree
- 2 = Disagree
- 3 = Neutral/neither agree nor disagree
- 4 = Agree
- 5 = Strongly agree

Help Text

- What are some examples of reading and understanding information?
 - For example, understanding and using information from memos, emails, manuals, and reports. When answering consider the language that would help you get and keep a job.

I am comfortable communicating information in writing (hand-written or typed).

Response Options

- 1 = Strongly disagree
- 2 = Disagree
- 3 = Neutral/neither agree nor disagree
- 4 = Agree
- 5 = Strongly agree

Help Text

- What are some examples of communicating information in writing?
 - For example, composing text such as writing notes, memos, emails, instructions, and reports. When answering consider the language that would help you get and keep a job.

I am comfortable exchanging information verbally (or using sign language).

Response Options

- 1 = Strongly disagree
- 2 = Disagree
- 3 = Neutral/neither agree nor disagree
- 4 = Agree
- 5 = Strongly agree

Help Text

- What are some examples of exchanging information verbally?
 - For example, talking with customers, discussing products or projects with supervisor, giving instructions to co-workers, and participating in meetings. When answering consider the language that would help you get and keep a job.

I am comfortable understanding and using numbers and simple math.

Response Options

- 1 = Strongly disagree
- 2 = Disagree
- 3 = Neutral/neither agree nor disagree
- 4 = Agree
- 5 = Strongly agree

Help Text

- What are some examples of using numbers?
 - For example, tallying costs, creating budgets, calculating lengths or percentages, understanding data, and estimating times.

I am comfortable using computers and other digital technologies.

Response Options

- 1 = Strongly disagree
- 2 = Disagree
- 3 = Neutral/neither agree nor disagree
- 4 = Agree
- 5 = Strongly agree

Help Text

- What are some examples of digital technologies?
 - For example, using computers, the internet, software (e.g., Word, Excel), point-of-sales equipment, email, web applications and smart phones.

Indicate the extent to which you agree or disagree with the following five statements.

I can find paid work if I want to.

Response Options

- 1 = Strongly disagree
- 2 = Disagree
- 3 = Neutral/neither agree nor disagree
- 4 = Agree
- 5 = Strongly agree

When I make plans for my career, I am confident I can make them work.

Response Options

- 1 = Strongly disagree
- 2 = Disagree
- 3 = Neutral/neither agree nor disagree
- 4 = Agree
- 5 = Strongly agree

I can perform effectively on many different tasks.

Response Options

- 1 = Strongly disagree
- 2 = Disagree
- 3 = Neutral/neither agree nor disagree
- 4 = Agree
- 5 = Strongly agree

I can find and access the services I need.

Response Options

- 1 = Strongly disagree
- 2 = Disagree
- 3 = Neutral/neither agree nor disagree
- 4 = Agree
- 5 = Strongly agree

Help Text

- What types of services?
 - Services refers to any municipal, provincial, or federal services and programs, such as recreational programs, libraries, childcare, subsidized housing, etc.

I am connected to multiple people who provide advice, help, and emotional support.

Response Options

- 1 = Strongly disagree
- 2 = Disagree
- 3 = Neutral/neither agree nor disagree
- 4 = Agree
- 5 = Strongly agree

Help Text

- What types of advice?
 - Advice can include any guidance, suggestions, or useful information. Help can include any aid or assistance with tangible needs such as getting to appointments, cooking, cleaning, or financial support. Emotional support can include empathy, concern, love, encouragement or caring.

SUPPORTS AND SERVICE NEEDS

The questions in this section are about your current life circumstances and basic needs. The questions are about things like how you get around, where you live, and whether there are other services you may need, such as child care. Your answers will help us start a conversation about services that may help remove barriers and make finding employment easier.

Do you have reliable access to the internet and computer, smartphone or similar device?

Response Options

- Always
- Often
- Sometimes
- Rarely
- Never

Do you have reliable transportation for daily activities?

Response Options

- Always
- Often
- Sometimes
- Rarely
- Never

Help Text

- What does reliable transportation mean?
 - Reliable transportation means you don't have to worry about whether it will be available or not.
 - Transportation could include (but is not limited to) one or a combination of the following: driving, getting rides, taxis, public transit, walking, biking, etc.
 - Daily activities could include getting to appointments, work, training, school, etc.

Do you have any caregiving responsibilities that may limit your ability to work, participate in training, or search for work?

Response Options

- Yes
- No

Help Text

- Caregiving responsibilities means that there is someone who depends on you to look after them.

Do you have someone who can provide reliable care instead of you during the hours that you would be working, training, or participating in services?

Conditional Logic

Question is only applicable if “Do you have any caregiving responsibilities that may limit your ability to work, participate in training, or search for work?” is “Yes”.

Response Options

- Yes
- No, but I am confident I can find reliable care
- No, and I need help finding reliable care

Help Text

- What does reliable care mean?
 - Reliable care means a person or people you can trust and depend on to look after the people who you care for whenever necessary. If it is possible that you may not have reliable care or may potentially need help finding care, then it is recommended the following is selected: “No, and I need help finding reliable care”.

Which of the following best describes your housing situation?

Response Options

- Renting-private
- Renting-subsidized
- Boarding or lodging
- Homeowner
- Living with family/friend
- Institution
- Temporary second residence
- Band-owned home
- Homeless or transient
- Emergency hostel

Help Text

- What do these housing situation types mean?
 - Renting – private means that you live in an apartment or house where you pay rent. This includes paying market rent in a social housing building.
 - Renting – subsidized means you live in social housing or a subsidized housing unit (also known as public housing).
 - Boarding and lodging means that you receive your food and shelter from the same source (but does not include emergency shelters).
 - Homeowner means that you live in a house or condominium that you own (on your own or shared with others).
 - Living with family/friends means you are temporarily staying with others.
 - Institution refers to residences providing specialized care, e.g., supported group living residence, long-term care home, psychiatric facility, hospital, interval/transition home.
 - A temporary or second residence is a place where you live temporarily while pursuing education or training (e.g., college campus) while still maintaining your main home.
 - Band-owned homes are on-reserve homes that are owned and managed by the First Nation Band.
 - Homeless or transient means you do not regularly live in a dwelling such as a house, apartment, mobile home, or similar residential structure.
 - An emergency hostel is a place that gives you shelter while you are in crisis.

How many times have you moved in the past six months?

Conditional Logic

Question is *not* applicable if “Which of the following best describes your housing situation” is “Homeless or transient”, or “Emergency hostel”.

Response Options

- [whole number from 0 to 30]

How worried are you that you might have to move within the next two months?

Conditional Logic

Question is *not* applicable if “Which of the following best describes your housing situation?” is “Homeless or transient”, or “Emergency hostel”.

Response Options

- Very worried
- Somewhat worried
- Not worried

Would you like help finding stable housing?

Conditional Logic

Question is applicable if “Which of the following best describes your housing situation?” is “Homeless or transient” or “Emergency hostel”.

Question is also applicable if “How worried are you that you might have to move within the next two months?” is “Very worried” or “Somewhat worried”.

Response Options

- Yes
- No
- Already receiving help

In the last 12 months, I worried whether (my/our) food would run out before (I/we) got money to buy more.

Response Options

- Often true
- Sometimes true
- Never true

In the last 12 months, the food that (I/we) bought just didn't last and (I/we) didn't have money to get more.

Response Options

- Often true
- Sometimes true
- Never true

Do you need immediate financial assistance to pay for food or shelter?

Response Options

- Yes
- No
- Already applied/receiving Social or Income Assistance

Are you concerned about your personal safety in your relationships, at home or in your community?

Response Options

- Always
- Often
- Sometimes
- Rarely
- Never

In general, would you say your health is

Response Options

- Excellent
- Very good
- Good
- Fair
- Poor

Do you feel that you would benefit from receiving mental health supports?

Response Options

- Yes
- No
- Already receiving help

Help Text

- What are examples of mental health conditions and supports?
 - Examples of mental health conditions are depression, mood disorders, anxiety disorders, eating disorders, schizophrenia.
 - Examples of mental health supports are counselling, group therapy.

Do you feel that you would benefit from receiving supports for managing substance use?

Response Options

- Yes
- No
- Already receiving help

Help Text

- What are examples of substance use and supports for managing substance use?
 - Examples of substance use are alcohol use, drug use, addictions.
 - An example of supports for managing substance use is rehabilitation

Income and Employment

We have some more questions to ask you to help us better understand you and your story. The information you provide will help us know which services and programs would best support you. For example, specialized services for people with disabilities. The information you provide will not impact your employment opportunities in any way. We are asking these questions to understand your unique situation and know how we can best support you. If at any point you do not wish to continue, we can stop the questionnaire at anytime. We can always continue at a later date.

INCOME AND ASSISTANCE

The following questions will help us understand your financial situation. This information will help us find the right services and supports to meet your needs.

What is your main source of income?

Response Options

- No Source of Income
- Employment Insurance (EI)
- Workplace Safety and Insurance Board (WSIB)
- Ontario Works (OW) applied or receiving
- Ontario Disability Support Program (ODSP) applied or receiving
- Dependent of someone receiving OW or ODSP
- Crown Ward
- Employment;
- Self-Employment
- Other (specify)

Help Text

- What do these sources of income mean?
 - Source of income refers to individual income as opposed to household income.
 - Clients should select OW or ODSP if they have either currently applied to or are currently receiving OW or ODSP.
 - Clients on Crown Ward Extended Care and Maintenance should select Crown Ward.
 - Other could include the Canada Emergency Response Benefit (CERB), the Canada Emergency Student Benefit (CESB) or other federal recovery benefits.

Have you ever received any of the following assistance in the past year? Select all that apply.

Conditional Logic

Question is only applicable if “What is your main source of income?” is “No source of income”, “Workplace Safety and Insurance Board (WSIB)”, “Employment”, “Self-Employment”, or “Other”.

Response Options

- EI
- WSIB
- OW
- ODSP
- Dependent of someone receiving OW or ODSP
- Crown Ward
- None
- Other (specify)

Help Text

- What do these acronym’s mean and what could other include?
 - EI is Employment Insurance.
 - OW is Ontario Works.
 - ODSP is Ontario Disability Support Program
 - Clients on Crown Ward Extended Care and Maintenance should select Crown Ward.
 - Other could include the Canada Emergency Response Benefit (CERB), the Canada Emergency Student Benefit (CESB) or other federal recovery benefits

How much total time have you spent receiving EI and SA in the past year?

Conditional Logic

Question is applicable if “What is your main source of income?” is “Employment Insurance (EI)”, “Ontario Works (OW) applied or receiving”, “Ontario Disability Support Program (ODSP) applied or receiving”, “Dependent of someone receiving OW or ODSP”, or “Crown Ward”. Question is also applicable if “Have you ever received any of the following assistance in the past year?” is “EI”, “OW”, “ODSP”, “Dependent of someone receiving OW or ODSP”, or “Crown Ward”.

Response Options

- Months [whole number from 0 to 12]
- Weeks (optional) [whole number from 0 to 3]

Help Text

- What if the exact amount of time is not known?
 - Client may provide best guess if exact amount of time is not known. Social assistance (SA) includes Ontario Works (OW), Ontario Disability Support Program (ODSP), Dependent of someone receiving OW or ODSP and Crown Ward. EI is Employment Insurance.

DISABILITY INFORMATION

The following questions are about difficulties you may have doing certain activities, including working. Please tell us only about difficulties or conditions that have lasted or are expected to last for six months or more. Your answers will help us understand what supports may help you take part in employment services or work, including accommodations. Some of these questions might seem obvious to ask, but we don't want to assume what you can or can't do. We want you to be in control of all of your answers.

Do you have any difficulty seeing or hearing?

Response Options

- No
- Sometimes
- Often
- Always
- Prefer not to answer

Do you wear glasses or contact lenses to improve your vision?

Conditional Logic

Question is only applicable if "Do you have any difficulty seeing or hearing?" is "Sometimes", "Often", "Always".

Response Options

- Yes
- No
- Prefer not to answer

[With your glasses or contact lenses, which / Which] of the following best describes your ability to see?

Conditional Logic

Question is only applicable if "Do you have any difficulty seeing or hearing?" is "Sometimes", "Often", "Always".

Response Options

- No difficulty
- Some difficulty
- A lot of difficulty
- Blind or legally blind
- Prefer not to answer

Help Text

- If you use glasses or contact lenses, respond based on your ability to see when using your glasses or contact lenses.

How often does this [difficulty / condition] limit your daily activities?

Conditional Logic

Question is only applicable if “With your glasses or contact lenses, which of the following best describes your ability to see?” is “Some difficulty”, “A lot of difficulty”, “Blind or legally blind”.

Response Options

- Never
- Rarely
- Sometimes
- Often
- Always
- Prefer not to answer

Do you use a hearing aid or cochlear implant?

Conditional Logic

Question is only applicable if “Do you have any difficulty seeing or hearing?” is “Sometimes”, “Often”, “Always”.

Response Options

- Yes
- No
- Prefer not to answer

[With your hearing aid or cochlear implant, which / Which] of the following best describes your ability to hear?

Conditional Logic

Question is only applicable if “Do you have any difficulty seeing or hearing?” is “Sometimes”, “Often”, “Always”.

Response Options

- No difficulty
- Some difficulty
- A lot of difficulty
- Cannot hear at all or deaf
- Prefer not to answer

Help Text

- If you use a hearing aid or cochlear implant, respond based on your ability to hear when using your hearing aid or cochlear implant.
- What does deaf mean?
 - Deaf refers to individuals with a severe to profound hearing loss, with little or no residual hearing.

How often does this [difficulty / condition] limit your daily activities?

Conditional Logic

Question is only applicable if “With your hearing aid or cochlear implant, which of the following best describes your ability to hear?” is “Some difficulty”, “A lot of difficulty”, “Cannot hear at all or deaf”.

Response Options

- Never
- Rarely
- Sometimes
- Often
- Always

Do you have any difficulty walking, using stairs, using your hands or fingers, or doing other physical activities?

This may include difficulties with mobility, flexibility, dexterity, or any physical pain.

Response Options

- No
- Sometimes
- Often
- Always
- Prefer not to answer

Help Text

- This corresponds to your regular walking pace. Only consider aids that provide minimal support such as a cane, walking stick or crutches.

The next questions are about your ability to move around at your regular walking pace, even when using an aid such as a cane.

How much difficulty do you have walking on a flat surface for 15 minutes without resting?

Conditional Logic

Question is only applicable if “Do you have any difficulty walking, using stairs, using your hands or fingers, or doing other physical activities” is “Sometimes”, “Often”, “Always”.

Response Options

- No difficulty
- Some difficulty
- A lot of difficulty
- Cannot do at all
- Prefer not to answer

Help Text

- Again, please answer for any difficulties or conditions that have lasted or are expected to last for six months or more. This corresponds to your regular walking pace. Only consider aids that provide minimal support such as a cane, walking stick or crutches.

How much difficulty do you have walking up or down a flight of stairs, about 12 steps, without resting?

Conditional Logic

Question is only applicable if “Do you have any difficulty walking, using stairs, using your hands or fingers, or doing other physical activities” is “Sometimes”, “Often”, “Always”.

Response Options

- No difficulty
- Some difficulty
- A lot of difficulty
- Cannot do at all
- Prefer not to answer

Help Text

- This corresponds to your regular walking pace. Only consider aids that provide minimal support such as a cane, walking stick or crutches.

How often [does this difficulty walking / does this difficulty using stairs / do these difficulties] limit your daily activities?

Conditional Logic

Question is only applicable if “How much difficulty do you have walking on a flat surface for 15 minutes without resting?” and/or “How much difficulty do you have walking up or down a flight of stairs, about 12 steps, without resting?” is “Some difficulty”, “A lot of difficulty”, “Cannot do at all”.

Response Options

- Never
- Rarely
- Sometimes
- Often
- Always
- Prefer not to answer

The next questions deal with flexibility and dexterity.

How much difficulty do you have bending down and picking up an object from the floor?

Conditional Logic

Question is only applicable if “Do you have any difficulty walking, using stairs, using your hands or fingers, or doing other physical activities” is “Sometimes”, “Often”, “Always”.

Response Options

- No difficult
- Some difficulty
- A lot of difficulty
- Cannot do at all
- Prefer not to answer

Help Text

- Again, answer for difficulties or conditions that have lasted or are expected to last for six months or more.

How much difficulty do you have reaching in any direction, for example, above your head?

Conditional Logic

Question is only applicable if “Do you have any difficulty walking, using stairs, using your hands or fingers, or doing other physical activities” is “Sometimes”, “Often”, “Always”.

Response Options

- No difficulty
- Some difficulty
- A lot of difficulty
- Cannot do at all
- Prefer not to answer

How often [does this difficulty bending and picking up an object / does this difficulty reaching / do these difficulties] limit your daily activities?

Conditional Logic

Question is only applicable if “How much difficulty do you have bending down and picking up an object from the floor?” and/or “How much difficulty do you have reaching in any direction, for example, above your head?” is “Some difficulty”, “A lot of difficulty”, “Cannot do at all”.

Response Options

- Never
- Rarely
- Sometimes
- Often
- Always
- Prefer not to answer

How much difficulty do you have using your fingers to grasp small objects like a pencil or scissors?

Conditional Logic

Question is only applicable if “Do you have any difficulty walking, using stairs, using your hands or fingers, or doing other physical activities” is “Sometimes”, “Often”, “Always”.

Response Options

- No difficulty
- Some difficulty
- A lot of difficulty
- Cannot do at all
- Prefer not to answer

How often does this difficulty using your fingers limit your daily activities?

Conditional Logic

Question is only applicable if “How much difficulty do you have using your fingers to grasp small objects like a pencil or scissors?” is “Some difficulty”, “A lot of difficulty”, “Cannot do at all”.

Response Options

- Never
- Rarely
- Sometimes
- Often
- Always
- Prefer not to answer

Do you have any difficulty learning, remembering, or concentrating?

This may include learning, developmental or intellectual and memory difficulties.

Response Options

- No
- Sometimes
- Often
- Always
- Prefer not to answer

Help Text

- Answer for difficulties or conditions that have lasted or are expected to last for six months or more.

Do you think you have a condition that makes it difficult in general for you to learn?

This may include learning disabilities such as dyslexia, hyperactivity, attention problems, as well as other conditions.

Conditional Logic

Question is only applicable if “Do you have any difficulty learning, remembering or concentrating?” is “Sometimes”, “Often”, “Always”.

Response Options

- Yes
- No
- Prefer not to answer

Has a teacher, doctor or other health care professional ever said that you had a learning disability?

This may include learning disabilities such as dyslexia, hyperactivity, attention problems, as well as other conditions.

Conditional Logic

Question is only applicable if “Do you have any difficulty learning, remembering or concentrating?” is “Sometimes”, “Often”, “Always”.

Response Options

- Yes
- No
- Prefer not to answer

How often are your daily activities limited by this condition?

Conditional Logic

Question is only applicable if “Do you think you have a condition that makes it difficult in general for you to learn?” or “Has a teacher, doctor or other health care professional ever said that you had a learning disability?” is “Yes”.

Response Options

- Never
- Rarely
- Sometimes
- Often
- Always
- Prefer not to answer

How much difficulty do you have with your daily activities because of this condition?

Conditional Logic

Question is only applicable if “How often are your daily activities limited by this condition?” is “Rarely”, “Sometimes”, “Often”, “Always”.

Response Options

- No difficulty
- Some difficulty
- A lot of difficulty
- Cannot do at all
- Prefer not to answer

Has a doctor, psychologist or other health care professional ever said that you had a developmental or intellectual disability or disorder?

This may include Down syndrome, autism, Asperger syndrome or mental impairment due to lack of oxygen at birth, etc.

Conditional Logic

Question is only applicable if “Do you have any difficulty learning, remembering or concentrating?” is “Sometimes”, “Often”, “Always”.

Response Options

- Yes
- No
- Prefer not to answer

How often are your daily activities limited by this condition?

Conditional Logic

Question is only applicable if “Has a doctor, psychologist or other health care professional ever said that you had a developmental or intellectual disability or disorder?” is “Yes”.

Response Options

- Never
- Rarely
- Sometimes
- Often
- Always
- Prefer not to answer

How much difficulty do you have with your daily activities because of this condition?

Conditional Logic

Question is only applicable if “How often are your daily activities limited by this condition?” is “Rarely”, “Sometimes”, “Often”, “Always”.

Response Options

- No difficulty
- Some difficulty
- A lot of difficulty
- Cannot do most activities
- Prefer not to answer

Do you have any ongoing memory problems or periods of confusion?

These difficulties are often associated with diseases such as Alzheimer’s and other dementias or may be the result of a brain injury.

Conditional Logic

Question is only applicable if “Do you have any difficulty learning, remembering or concentrating?” is “Sometimes”, “Often”, “Always”.

Response Options

- Yes
- No
- Prefer not to answer

Help Text

- Again, please answer for difficulties or conditions that have lasted or are expected to last for six months or more. Exclude occasional forgetfulness such as not remembering where you put your keys.

How often are your daily activities limited by this problem?

Conditional Logic

Question is only applicable if “Do you have any ongoing memory problems or periods of confusion?” is “Yes”.

Response Options

- Never
- Rarely
- Sometimes
- Often
- Always
- Prefer not to answer

Help Text

- If the problem is controlled by medication or therapy, respond based on when you are using medication or therapy.

How much difficulty do you have with your daily activities because of this problem?

Conditional Logic

Question is only applicable if “How often are your daily activities limited by this problem?” is “Rarely”, “Sometimes”, “Often”, “Always”.

Response Options

- No difficulty
- Some difficulty
- A lot of difficulty
- Cannot do most activities
- Prefer not to answer

Help Text

- If the problem is controlled by medication or therapy, respond based on when you are using medication or therapy.

Do you have any emotional, psychological or mental health conditions?

These may include anxiety, depression, bipolar disorder, substance abuse, anorexia as well as other conditions.

Response Options

- No
- Sometimes
- Often
- Always
- Prefer not to answer

How often are your daily activities limited by this condition?

Conditional Logic

Question is only applicable if “Do you have any emotional, psychological or mental health conditions?” is “Sometimes”, “Often”, “Always”.

Response Options

- Never
- Rarely
- Sometimes
- Often
- Always
- Prefer not to answer

Help Text

- If your condition is controlled by medication or therapy, respond based on when you are using medication or therapy.

When you are experiencing this condition, how much difficulty do you have with your daily activities?

Conditional Logic

Question is only applicable if “How often are your daily activities limited by this condition?” is “Rarely”, “Sometimes”, “Often”, “Always”.

Response Options

- No difficulty
- Some difficulty
- A lot of difficulty
- Cannot do most activities
- Prefer not to answer

Help Text

- If your condition is controlled by medication or therapy, respond based on when you are using medication or therapy.

Do you have any other health problem or long-term condition that has lasted or is expected to last for six months or more?

Other problems or conditions may include acquired brain injuries, back problems, arthritis, communication disabilities, or anything else that you have not previously indicated.

Response Options

- No
- Sometimes
- Often
- Always
- Prefer not to answer

How often does this health problem or condition limit your daily activities?

Conditional Logic

Question is only applicable if “Do you have any other health problem or long-term condition that has lasted or is expected to last for six months or more?” is “Sometimes”, “Often”, “Always”.

Response Options

- Never
- Rarely
- Sometimes
- Often
- Always
- Prefer not to answer

Help Text

- If more than one other health problem or condition is indicated, then respond based on the health problem or condition that most limits daily activities.

The next questions are about pain due to a condition that has lasted or is expected to last for six months or more.

Do you have pain that is always present?

Conditional Logic

Question is only applicable if “Do you have any difficulty seeing or hearing?” or “Do you have any difficulty walking, using stairs, using your hands or fingers, or doing other physical activities?” or “Do you have any difficulty learning, remembering or concentrating?” or “Do you have any emotional, psychological or mental health conditions?” is “Sometimes”, “Often”, “Always”.

Response Options

- Yes
- No
- Prefer not to answer

Do you [also] have periods of pain that reoccur from time to time?

Conditional Logic

Question is only applicable if “Do you have any difficulty seeing or hearing?” or “Do you have any difficulty walking, using stairs, using your hands or fingers, or doing other physical activities?” or “Do you have any difficulty learning, remembering or concentrating?” or “Do you have any emotional, psychological or mental health conditions?” is “Sometimes”, “Often”, “Always”.

Response Options

- Yes
- No
- Prefer not to answer

How often does this pain limit your daily activities?

Conditional Logic

Question is only applicable if “Do you have pain that is always present?” or “Do you also have pain that reoccur from time to time?” is “Yes”.

Response Options

- Never
- Rarely
- Sometimes
- Often
- Always
- Prefer not to answer

Help Text

- If you have pain that is always present and pain that re-occurs from time to time, consider the pain that bothers you the most. If pain is controlled by medication or therapy, respond based on when you are using medication or therapy.

When you are experiencing this pain, how much difficulty do you have with your daily activities?

Conditional Logic

Question is only applicable if “How often does this pain limit your daily activities?” is “Rarely”, “Sometimes”, “Often”, “Always”.

Response Options

- No difficulty
- Some difficulty
- A lot of difficulty
- Cannot do most activities
- Prefer not to answer

Help Text

- If you have pain that is always present and pain that re-occurs from time to time, consider the pain that bothers you the most. If pain is controlled by medication or therapy, respond based on when you are using medication or therapy.

EMPLOYMENT STATUS AND HISTORY

The next questions are about your employment and education, as well as factors that may impact your employment. Your answers will help us create a plan for employment services.

Have you been convicted of a crime when you were 18 or older that has not been given record suspension or pardoned?

Conditional Logic

Question is only applicable if client indicates they are 18 years old or older (based on the "Birth date" in the "Client Background Information" and the date of the Common Assessment record).

Response Options

- Yes
- No
- Prefer not to answer

Help Text

- If the offence was dealt with under the Youth Criminal Justice Act (S.C. 2002, c. 1) (i.e. occurred when the client was younger than 18 years old) or was a crime that has been given a pardon or record suspension, then answer "No" to this question. This question does not apply to most provincial and municipal/by-law offences, such as speeding tickets, parking tickets, having a pet off leash, disobeying an authorized sign.

Has your criminal record made it difficult for you to find a job?

Conditional Logic

Question is only applicable if "Have you been convicted of a crime when you were 18 or older that has not been given record suspension or pardoned?" is "Yes".

Response Options

- Yes
- No
- Prefer not to answer

Help Text

- This question does not apply to offences that have been dealt with under the Youth Criminal Justice Act (S.C. 2002, c. 1) (i.e., offences that occurred when the client was younger than 18 years old).

Are you currently attending a school, college, university, apprenticeship or other training program?

Response Options

- Yes
- No

Help Text

- Should answer "Yes" if they are registered to attend but currently on a break (e.g. summer term break).

How would you best describe the education or training you are attending?

Conditional Logic

Question is only applicable if “Are you currently attending a school, college, university, apprenticeship or other training program?” is “Yes”.

Response Options

- Attending a school (elementary, high school or equivalent)
- Registered in an apprenticeship program
- Attending a college
- Attending a university
- In other training or skills development program
- Other (specify)

Are you enrolled as a full-time or part-time student?

Conditional Logic

Question is only applicable if “Are you currently attending a school, college, university, apprenticeship or other training program?” is “Yes”.

Response Options

- Full-time
- Part-time

Are you currently working at a job or business?

Response Options

- Yes
- No

How many jobs do you currently have?

Conditional Logic

Question is only applicable if “Are you currently working at a job or business?” is “Yes”.

Response Options

- [whole number from 0 to 10] jobs

Are you currently working as an employee, self-employed, or both?

Conditional Logic

Question is only applicable if “Are you currently working at a job or business?” is “Yes”.

Response Options

- Employee
- Self-employed
- Both

Help Text

- What does self-employed mean?
 - Self-employed refers to working owners of a business, farm or professional practice, both incorporated and unincorporated. It includes self-employed workers who do not own a business, such as babysitters. Many self-employed businesses may not be included in the Business Register because they do not have a business number or a GST/HST number.

How would you best describe the nature of your job?

Conditional Logic

Question is only applicable if “Are you currently working at a job or business?” is “Yes”.

Response Options

- Permanent job
- Seasonal job
- Temporary, term or contract (non-seasonal)
- Casual job
- Other (specify)

Help Text

- What do these jobs mean?
 - A permanent job is defined as a job that is expected to last as long as the employee wants it, i.e., there is no pre-determined termination date.
 - A seasonal job is defined as a job that is usually temporary in nature and the duration is mostly dependent on annual events such as climate, holidays, vacation periods, cycles related to crops, and production and retail sales associated with seasonal events.
 - A temporary job is defined as a job that ends as soon as a specified project or task is complete, and a term or contract job is defined as a job that has a predetermined end date.
 - In a casual job, a person works only when needed by the employer, e.g., to meet short-term, unforeseen or urgent operational needs. Casual workers are compensated for the time actually worked and there is no expectation that there will be more work in the future.

Excluding overtime, on average, how many paid hours do you usually work per week?

Conditional Logic

Question is only applicable if “Are you currently working at a job or business?” is “Yes”.

Response Options

- [##.##] hour(s) per week
- Not sure

Help Text

- If you have more than one job, consider all jobs when responding. Hours worked can range from 0.25 to 60.00.

What is your hourly wage [including tips and commissions], before taxes and other deductions?

Conditional Logic

Question is only applicable if “Are you currently working at a job or business?” is “Yes”.

Response Options

- [##.##] per hour
- Prefer not to answer

Help Text

- What if I have more than one job and how do I convert wages to hourly?
 - If you have more than one job, consider all jobs when responding.
 - Hourly wage can range from 12.20 to 50.00.
 - To convert annual wage to hourly, take annual wage and divide by weeks worked in a year (e.g., 52 weeks) to find out weekly wage, then divide weekly wage by hours per week to determine hourly wage.
 - To convert monthly wage to hourly, take monthly wage and divide by weeks worked in a month (e.g., 4.3 weeks) to find out weekly wage, then divide weekly wage by hours worked per week to determine hourly wage.
 - To convert bi-weekly wage to hourly, divide weekly wage by hours worked in two weeks (e.g., 80 hours) to determine hourly wage.
 - To convert weekly wage to hourly, divide weekly wage by hours worked per week (e.g., 40 hours) to determine hourly wage.

How many of the following statements apply to your current job? Select all that apply.

Conditional Logic

Question is only applicable if “Are you currently working at a job or business?” is “Yes”.

Response Options

- I’m not sure whether my job will continue in the future
- I don’t get paid enough to pay my basic expenses
- I have no benefits or very little benefits (e.g., pension plan, health benefits)
- None of the above
- Prefer not to answer

Help Text

- If you have more than one job, consider all jobs when responding.

Which of the categories best describes your current employment situation?

Conditional Logic

Question is applicable if “Are you currently working at a job or business?” and “Are you currently attending a school, college, university, apprenticeship or other training program?” are “No”.

Question is also applicable if “Are you currently working at a job or business?” is “No” and “Are you enrolled as a full-time or part-time student?” is “Part-time”.

Response Options

- Employed but currently on a leave (e.g., vacation, maternity leave, seasonal layoff but expecting to return, etc.)
- Unemployed and looking for work
- Unemployed with an employment offer
- Unemployed and not looking for work
- Unemployed and unable to work

Help Text

- Unemployed means not working at a job or business.

How long has it been since you last had paid work?

Conditional Logic

Question is only applicable if “Are you currently working at a job or business?” is “No”.

Response Options

- Months _____ [whole number from 0 to 360]
- Weeks (optional) _____ [whole number from 0 to 3]
- Never worked before

Why did you leave or separate from your most recent job?

Conditional Logic

Question is only applicable if “Are you currently working at a job or business?” is “No” and “How long has it been since you last had paid work” is not “Never worked before”.

Response Options

- Apprenticeship training
- Compassionate care leave
- Dismissal or suspension
- Lack of work
- Laid off
- Leave of absence
- Maternity leave
- Parental leave
- Sick leave or injury
- Strike or lockout
- Voluntary separation
- Work-sharing
- Other (specify)

Excluding overtime, on average, how many paid hours did you usually work per week at your most recent job?

Conditional Logic

Question is only applicable if “Are you currently working at a job or business?” is “No” and “How long has it been since you last had paid work” is not “Never worked before”.

Response Options

- [##.##] hour(s) per week
- Not sure

Help Text

- from 0.25 to 60.00.

What was your hourly wage [including tips and commissions], before taxes and other deductions at your most recent job?

Conditional Logic

Question is only applicable if “Are you currently working at a job or business?” is “No” and “How long has it been since you last had paid work” is not “Never worked before”.

Response Options

- [##.##] per hour
- Prefer not to answer

Help Text

- from 1.00 to 50.00.
- How do I convert wages to hourly?
 - To convert annual wage to hourly, take annual wage and divide by weeks worked in a year (e.g., 52 weeks) to find out weekly wage, then divide weekly wage by hours per week to determine hourly wage.
 - To convert monthly wage to hourly, take monthly wage and divide by weeks worked in a month (e.g., 4.3 weeks) to find out weekly wage, then divide weekly wage by hours worked per week to determine hourly wage.
 - To convert bi-weekly wage to hourly, divide weekly wage by hours worked in two weeks (e.g., 80 hours) to determine hourly wage.
 - To convert weekly wage to hourly, divide weekly wage by hours worked per week (e.g., 40 hours) to determine hourly wage.

How long [did you work / have you worked] at your [most recent / current] job?

Conditional Logic

Question is applicable if “Are you currently working at a job or business?” is “Yes”.

Question is also applicable if “Are you currently working at a job or business?” is “No” and “How long has it been since you last had paid work” is not “Never worked before”.

Response Options

- Months [whole number from 0 to 480]
- Weeks (optional) [whole number from 0 to 3]

Help Text

- If you currently have multiple jobs, consider the job where you have been working the longest.

How would you describe the work you [did / do] at your [most recent / current] job, i.e., your job title? Select a National Occupational Classification (NOC) Code

Conditional Logic

Question is applicable if “Are you currently working at a job or business?” is “Yes” .

Question is also applicable if “Are you currently working at a job or business?” is “No” and “How long has it been since you last had paid work” is not “Never worked before” .

Response Options

- [drop down list of National Occupational Classification (NOC) codes]

Help Text

- Enter a keyword or code to search for potential matches. If you currently have multiple jobs, consider the job where you have been working the longest.

How would you describe the sector or industry you [worked / work] in at your [most recent / current] job? Select a North American Industry Classification System (NAICS) code.

Conditional Logic

Question is applicable if “Are you currently working at a job or business?” is “Yes” .

Question is also applicable if “Are you currently working at a job or business?” is “No” and “How long has it been since you last had paid work” is not “Never worked before” .

Response Options

- [drop down list of North American Industry Classification System (NAICS) codes]

Help Text

- Enter a keyword or code to search for potential matches. If you currently have multiple jobs, consider the job where you have been working the longest.

Do you have work experience in Canada?

Conditional Logic

Question is only applicable if “Are you currently working at a job or business?” is “Yes” or “How long has it been since you last had paid work” is not “Never worked before” .

Response Options

- Yes
- No

EMPLOYMENT GOALS

The following questions deal with how you feel about working and what kind of work you want to find. Your answers will help us understand how we can help you reach your goals.

Indicate the extent to which you agree or disagree with the following two statements.

Getting a job is more down to luck than the effort you put in.

Response Options

- 1 = Strongly disagree
- 2 = Disagree
- 3 = Neutral/neither disagree nor agree
- 4 = Agree
- 5 = Strongly agree

Having almost any job is better than being unemployed.

Response Options

- 1 = Strongly disagree
- 2 = Disagree
- 3 = Neutral/neither disagree nor agree
- 4 = Agree
- 5 = Strongly agree

Work ability is your overall capability as a worker to perform and interact with your work. This includes your physical, psychological, and social capability.

Please rate your current ability to work compared to your lifetime best on a scale from 1 to 5.

Response Options

- 1 = Completely unable to work
- 2
- 3 = Typical work ability
- 4
- 5 = My typical work ability at its best
- Not applicable

Help Text

- Lifetime best refers to the best you have ever been at work.

What type of job are you looking for? Select a National Occupational Classification (NOC) Code.

Response Options

- [drop down list of National Occupational Classification (NOC) Codes]
- Not sure

Help Text

- Enter a keyword or code to search for potential matches.

How many hours per week are you able to work?

Response Options

- [##.##] hour(s) per week
- Not sure

Help Text

- Hours can range from 0.25 to 60.00.

What hourly wage would you like to earn at work?

Response Options

- [##.##] per hour
- Prefer not to answer

Help Text

- This includes tips and commissions, and is before taxes and other deductions. Enter value from 12.20 to 50.00.
- How do I convert wages to hourly?
 - To convert annual wage to hourly, take annual wage and divide by weeks worked in a year (e.g., 52 weeks) to find out weekly wage, then divide weekly wage by hours per week to determine hourly wage.
 - To convert monthly wage to hourly, take monthly wage and divide by weeks worked in a month (e.g., 4.3 weeks) to find out weekly wage, then divide weekly wage by hours worked per week to determine hourly wage.
 - To convert bi-weekly wage to hourly, divide weekly wage by hours worked in two weeks (e.g., 80 hours) to determine hourly wage.
 - To convert weekly wage to hourly, divide weekly wage by hours worked per week (e.g., 40 hours) to determine hourly wage.