## If you are helping someone complete their OCAN Consumer Self-Assessment…

Thank you for being willing to help this person gain the benefits of the Ontario Common Assessment of Need (OCAN) assessment process. Here is information for you in your role as a helper.

The consumer/client needs to understand the purpose and intent of the assessment. You will find these details are on the front page of the self-assessment.

The consumer/client needs to understand how to complete the self assessment. You will find this instructions on the top of the self-assessment form.

The value of the self-assessment comes from consumers expressing their own opinions on their needs. So, when you interpret or explain a domain and its trigger question to the consumer, please:

* be careful not to influence how the consumer sees his/her needs at this time,
* use a neutral tone of voice,
* keep your own personal experience out of the discussion.

The consumer can choose:

* whether or not to complete the self-assessment. It is not a requirement for access to service.
* where to complete it. The consumer needs to be comfortable and have privacy.
* whether to complete it on paper or on the agency’s computer if that option is available. You may need to help with entering information.
* how much time he/she needs to complete it. It may take more than one session.
* how much information to provide at this time. “I don’t want to answer” is a valid response for any of the 24 domain questions.

If you are asked any questions you are unsure about answering accurately or clearly, an OCAN-trained staff member will be pleased to give you further information.

Again, thank you for your willingness to help the consumer.

OCAN:

Gives consumers an effective way to voice their needs and preferences

Focuses on consumer needs in many areas of life rather than symptoms

Formally gives consumers participation in directing the help they will receive