



National  
Capital Region

Wired: Evaluating  
Settlement Online (WESO)



Quality Assessment Toolkit for Hybrid  
Settlement Services in Canada: **Appendix II**

# Hybrid Work Resource Guide

Wired: Evaluating Settlement Online (WESO)

Funded by:

Financé par :



Immigration, Refugees  
and Citizenship Canada

Immigration, Réfugiés  
et Citoyenneté Canada

[ymcaottawa.ca](https://ymcaottawa.ca)

# Introduction

This document provides supplementary resources and links to support the implementation of the Quality Assessment of Hybrid Settlement Services in Canada. The resources provided in this document include:

1. Links for Online Digital Literacy Resources
2. Links to Device and Connectivity Programs
3. Resources for Survey Data Collection
4. Tips and Resources for Effective Hybrid Work



COPYRIGHT © 2023 YMCA of the National Capital Region.

---

Quality Assessment Toolkit for Hybrid Settlement Services in Canada by YMCA of the National Capital Region is licensed under a [Creative Commons Attribution-NonCommercial-ShareAlike 4.0 International License](#).

YMCA of the National Capital Region permits the use of this material under specific conditions: This material can be copied and redistributed, in any medium and format, if appropriate attribution is provided. Please credit YMCA of the National Capital Region, provide a link to the license, and indicate if changes were made. No part of this work can be used for commercial purposes. If you adapt or build upon the material, you may not distribute the modified material for commercial purposes.

If reproducing or adapting the content in the handbook, YMCA of the National Capital Region must be credited as the author with the following citation:

Khattab, F., Zaher, N., Hasan, A., & Uppal, H. (2023). *Hybrid Service Quality Assessment Toolkit for Settlement Services in Canada*. Ottawa, ON. Wired: Evaluating Settlement Online: YMCA of the National Capital Region.



## Links for Online Digital Literacy Resources

Organization	Program	Instructor Materials	Curriculum	Self-Guided Resources
Public Library Association	<a href="#">Digital Learn</a>	●		●
WebJunction	<a href="#">Digital Literacy Pathway</a>	●		
Goodwill Community Foundation	<a href="#">Learn Free</a>	●	●	●
Mozilla Foundation	<a href="#">Web Literacy</a>	●	●	●
Techboomers	<a href="#">Tech Boomers</a>		●	●
Tech Goes Home	<a href="#">Tech Goes Home</a>	●	●	●
Community Tech Network	<a href="#">Home Connect</a>	●	●	●
Google	<a href="#">Applied Digital Skills</a>	●	●	●
Cyber Seniors	<a href="#">Cyber Seniors</a>			●
AARP	<a href="#">AARP</a>			●
Chicago Public Library	<a href="#">Digital Learn</a>		●	●
Denver Public Library	<a href="#">Community Technology Center</a>		●	●
New York Public Library	<a href="#">TechConnect</a>		●	●
Make It Click	<a href="#">Make It Click</a>			●
NorQuest	<a href="#">WebSafe</a>	●		●
NorQuest	<a href="#">Newcomer Introduction to Classes Online (NICO) Resources</a>	●		
Reception House Waterloo Region	<a href="#">Digital Literacy and Skills for Daily Life in Canada</a>	●		
HIAS	<a href="#">Digital Literacy for Life</a>	●		
ISSofBC	<a href="#">ISSofBC Digital Literacy Resources</a>	●		●
Digital Skills Library	<a href="#">Digital Skills Library</a>	●		
Northstar	<a href="#">Northstar Digital Literacy</a>	●		
Digital Unite	<a href="#">Digital Unite</a>	●		●
Learn My Way	<a href="#">Learn My Way</a>	●		
Life Literacy Canada	<a href="#">ABC Internet Matters</a>	●		●
Canadian Bankers Association	<a href="#">CBA's Cyber Security Toolkit</a>	●		
TELUS	<a href="#">Telus Wise Resources</a>			●



## Devices and Connectivity Programs

Name	Type of resource	Province	URL
Calgary Public Library	Devices	AB	<a href="https://calgarylibrary.ca/your-library/free-services/computers-and-chromebooks/borrow-a-computer/">https://calgarylibrary.ca/your-library/free-services/computers-and-chromebooks/borrow-a-computer/</a>
Keyano Library	Devices	AB	<a href="https://www.keyano.ca/en/student-services/loanable-technology.aspx">https://www.keyano.ca/en/student-services/loanable-technology.aspx</a>
North Vancouver City Library	Devices	BC	<a href="https://www.nvcl.ca/borrow-device-or-kit">https://www.nvcl.ca/borrow-device-or-kit</a>
The University of British Columbia	Devices	BC	<a href="https://services.library.ubc.ca/computers-technology/technology-borrowing/">https://services.library.ubc.ca/computers-technology/technology-borrowing/</a>
BC Libraries Cooperative	Devices and WIFI hubs	BC	<a href="https://digiprojects.libraries.coop/wp-content/uploads/2020/11/Lending-Connectivity-Tools-guide-final-Nov2020.pdf">https://digiprojects.libraries.coop/wp-content/uploads/2020/11/Lending-Connectivity-Tools-guide-final-Nov2020.pdf</a>
DIVERSEcity Techconnect	Devices	BC	<a href="https://www.dcrs.ca/seniors-go-digital-with-diversecitys-seniors-techconnect-a-tablet-loaning-library/">https://www.dcrs.ca/seniors-go-digital-with-diversecitys-seniors-techconnect-a-tablet-loaning-library/</a>
Lower Mainland Purpose Society	Resources, devices, one-on-one support	BC	<a href="https://www.digitalinclusionproject.org/">https://www.digitalinclusionproject.org/</a>
#VanWiFi	Free Wifi in Vancouver	BC	<a href="https://vancouver.ca/your-government/vanwifi.aspx">https://vancouver.ca/your-government/vanwifi.aspx</a>
Computers for Schools Plus	Devices	Federal	<a href="https://ised-isde.canada.ca/site/computers-for-schools-plus/en">https://ised-isde.canada.ca/site/computers-for-schools-plus/en</a>
Open Access Resource Centre	Devices	MB	<a href="http://www.oarc.ca/lending-program/how-does-the-program-work">http://www.oarc.ca/lending-program/how-does-the-program-work</a>
WELARC	Devices	MB	<a href="https://www.welarc.net/">https://www.welarc.net/</a>
A&O	Devices/coaching	MB	<a href="https://www.aosupportservices.ca/">https://www.aosupportservices.ca/</a>
Regional Connections	Devices	MB	<a href="https://regionalconnections.ca/">https://regionalconnections.ca/</a>
Altered Minds	Computers for Life-give away devices	MB	<a href="https://alteredminds.ca/">https://alteredminds.ca/</a>
Accueil Francophone	Device lending for Government Assisted Refugees	MB	<a href="https://accueilfrancophone.ca/fr/">https://accueilfrancophone.ca/fr/</a>



Westman Immigrant Services	Device lending for Government Assisted Refugees	MB	<a href="https://westmanimmigrantservices.ca/">https://westmanimmigrantservices.ca/</a>
Regional Connections	Device lending for Government Assisted Refugees	MB	<a href="https://regionalconnections.ca/">https://regionalconnections.ca/</a>
Empowered by Devices-First Class Facilitation	Devices	ON	<a href="https://firstclassfacilitation.ca">https://firstclassfacilitation.ca</a>
Thunder Bay Public Library	Devices and WIFI hubs	ON	<a href="https://www.tbpl.ca/digitaldivide">https://www.tbpl.ca/digitaldivide</a>
E.J. Pratt Library	Devices	ON	<a href="https://library.vicu.utoronto.ca/library_services/technology/tech_devices_available_borrow">https://library.vicu.utoronto.ca/library_services/technology/tech_devices_available_borrow</a>
Brantford Public Library	Devices and WIFI hubs	ON	<a href="https://www.brantfordlibrary.ca/en/technology-and-creativity/technology-and-maker-kits-laptop-wifi-and-tablet-loans.aspx?mid=17759">https://www.brantfordlibrary.ca/en/technology-and-creativity/technology-and-maker-kits-laptop-wifi-and-tablet-loans.aspx?mid=17759</a>
Bock Libraries	Devices and WIFI hubs	ON	<a href="https://brocklibraries.ca/portable-wireless-hotspot-devices-are-now-available-for-loan/">https://brocklibraries.ca/portable-wireless-hotspot-devices-are-now-available-for-loan/</a>
OntarioTech Library	Devices	ON	<a href="https://ontariotechu.ca/sites/library/services/equipment-loans.php">https://ontariotechu.ca/sites/library/services/equipment-loans.php</a>
London Public Library	WIFI hubs	ON	<a href="https://www.londonpubliclibrary.ca/about-my-library/library-services/wifi-hotspots#:~:text=London%20Public%20Library%20has%20Wifi,location%20(except%20for%20Glanworth).">https://www.londonpubliclibrary.ca/about-my-library/library-services/wifi-hotspots#:~:text=London%20Public%20Library%20has%20Wifi,location%20(except%20for%20Glanworth).</a>
Middlesex County Libraries	WIFI hubs	ON	<a href="https://www.middlesex.ca/internet-access">https://www.middlesex.ca/internet-access</a>
Toronto Public Library	WIFI hubs	ON	<a href="https://www.torontopubliclibrary.ca/using-the-library/computer-services/innovation-spaces/workstations.jsp">https://www.torontopubliclibrary.ca/using-the-library/computer-services/innovation-spaces/workstations.jsp</a>
Brampton Library	Devices	ON	<a href="https://bramptonlibrary.ca/index.php/misc/387-journey-neighbourhood-centre">https://bramptonlibrary.ca/index.php/misc/387-journey-neighbourhood-centre</a>
Riverdale Immigrant Women's Centre	Devices	ON	<a href="https://riwc.ca/laptop-library/">https://riwc.ca/laptop-library/</a>
Ile sans fil	Free Wifi in Montreal	QC	<a href="http://portail.ilesansfil.org/faq-english/">http://portail.ilesansfil.org/faq-english/</a>



## Online Directory

Ontario Digital Literacy and Access Network is an online directory that offers resources on Device Programs, Digital Literacy, Local Resources, Public Resources and Student

Resources. You can explore [their website](#) and find a plethora of information regarding Digital Literacy!

## Resources in your Community

211 service providers provide information about community services and programs. They categorize these services and programs in ways to help you find them.

Computer Literacy Training Programs are [defined as](#) “Programs that provide instruction for individuals of all ages who want to learn about or perfect their skills in using computers, computer-related hardware and specific home and business applications including word processing, spreadsheet development, presentation development, database management, electronic publishing and image processing. Included are both introductory classes for people unfamiliar with computers and the Internet and more advanced courses, as well as programs that provide instruction in the use of related technology such as smartphones and social media. Instruction may focus on publishing tools such as blogs, video logs (vlogs), photo sharing, podcasting or wikis.”

Digital literacy programs are categorized as “Computer Literacy Training Programs.” You [can search 211 websites](#), but to get a complete list contact your local 211 service provider and ask them for a list of Computer Literacy Training Programs. They should be able to provide you with a spreadsheet with organizational information like [Computer Literacy Training Programs in Ontario](#).

## Resources for Survey Data Collection

Name	Type	Price	URL
Google Forms	Data Collection	Free	<a href="#">Google Forms</a>
Microsoft Form	Data Collection	Free	<a href="#">Microsoft Forms</a>
Survey Monkey	Data Collection	Free	<a href="#">SurveyMonkey: The World’s Most Popular Free Online Survey Tool</a>
Qualtrics	Data Collection	Free	<a href="#">Powerful Customer Survey Software - Qualtrics</a>



## Tips and Resources for Effective Hybrid Work

### Resources for Supervisors

Organization	Resource	Links
<b>McGill University</b>	Hybrid Work Toolkit for Supervisors	<a href="#">MODULE 01 Our Collective Learning Journey (mcgill.ca)</a>
<b>GLINT inc</b>	Enabling the Hybrid Workplace	<a href="#">Glint Enabling the Hybrid Workplace People Success Toolkit.pdf (glintinc.com)</a>
<b>City of Vancouver</b>	Remote and Flexible Work Toolkit for Employers	<a href="#">Remote and Flexible Work Toolkit for Employers (vancouver.ca)</a>
<b>Government of Canada</b>	Tool Kit for Virtual and Hybrid Teams	<a href="#">Tool Kit for Virtual and Hybrid Teams (TRN2-J05) - CSPS (cpsp-efpc.gc.ca)</a>
<b>University of Washington</b>	Manager Toolkit to Support Hybrid Work	<a href="#">Manager toolkit to support hybrid work - Hybrid workHybrid work (uw.edu)</a>
<b>KPMG LLB</b>	A Hybrid Workplace Guide	<a href="#">A hybrid workplace guide (kpmg.com)</a>
<b>Liverpool John Moores University</b>	Hybrid Working Practical Guidance	<a href="#">hybrid-working-practical-guidance-2021_tcm18-103709.pdf (cipd.co.uk)</a>
<b>Johns Hopkins University</b>	Managing Hybrid Teams Resources Toolkit	<a href="#">Managing Hybrid Teams (jhu.edu)</a>
<b>University of Ottawa</b>	Managing Remote Employees and Hybrid Teams	<a href="#">telework managing remote employees and hybrid teams.pdf (uottawa.ca)</a>
<b>Robert Walters Group</b>	Guide to Hybrid Working Obstacles and Solutions	<a href="#">Robert Walters   Guide to Hybrid Working (robertwaltersgroup.com)</a>





## Tools for Hybrid Work

Application	Mode of Interaction	Description	Links
<b>Microsoft Teams</b>	Chat, Calendars, Video Conferencing	Internal collaboration for hybrid teams, the Microsoft Teams app is an excellent way to streamline workflow from home or in the office.	<a href="https://www.microsoft.com/en-us/microsoft-teams/download-app">https://www.microsoft.com/en-us/microsoft-teams/download-app</a>
<b>Zoom</b>	Audio/Video Conferencing	Application that will help your hybrid team with external communications with clients and customers.	<a href="#">One platform to connect   Zoom</a>
<b>DropBox Paper</b>	Store/share files and images	Similar to Google Drive, DropBox can be used to store and share files and images. DropBox Paper however, is a little different in that it enables employees to collaborate with a document in real-time.	<a href="#">Paper - Dropbox</a>
<b>Trello</b>	Management Software	Create lists to show project progress, set deadlines and create checklists.	<a href="#">Manage Your Team's Projects From Anywhere   Trello</a>
<b>Bonusly</b>	Management Software	Bonusly helps enrich company cultures and bridge these gaps through its employee recognition and rewards software, helps to build a culture of cohesion and appreciation.	<a href="#">Bonusly - Fun, Personal Employee Recognition and Rewards</a>
<b>TeamViewer</b>	Remote Support	TeamViewer is a comprehensive <b>remote access, remote control and remote support</b> solution that, lets you remote in to computers or mobile devices located anywhere in the world and use them as though you were there.	<a href="#">TeamViewer</a>
<b>GoogleDrive</b>	Storage/File Sharing	Google Drive enables hybrid teams to upload, edit, save, share and access their files - all of which are stored in secure data centres - online across devices	<a href="#">Personal cloud storage and file-sharing platform – Google</a>
<b>Loom</b>	Screen Recording and camera	Record your screen and camera, simply paste a link to your video, save time for meetings.	<a href="#">Loom: Async Video Messaging for Work   Loom</a>
<b>Doodle</b>	Scheduling Meetings across Time Zones	Doodle allows users to indicate what meeting times are ideal, letting colleagues both local and across various time zones know what times work	<a href="#">Free online meeting scheduling tool   Doodle</a>







# Wired: Evaluating Settlement Online (WESO)

[weso@ymacaottawa.ca](mailto:weso@ymacaottawa.ca)

Funded by:

Financé par :



Immigration, Refugees  
and Citizenship Canada

Immigration, Réfugiés  
et Citoyenneté Canada

[ymcaottawa.ca](http://ymcaottawa.ca)