

## Test your Knowledge

Name: \_\_\_\_\_

Date: \_\_\_\_\_

1. Under the AODA, different standards on accessibility are being developed that will set requirements for the identification, removal, and prevention of barriers for people with disabilities in key areas of daily living.	True	False
2. The customer service standard is a voluntary standard. Your business or organization can decide whether or not to put it into practice.	True	False
3. The term “disability” only applies to people who use wheelchairs.	True	False
4. Avoiding someone because of their disability is a barrier in attitude.	True	False
5. Your organization must accept feedback about the manner in which it provides goods or services to people with disabilities.	True	False
6. You should not ask your customer to repeat himself if you don't understand him the first time. It might offend him.	True	False
7. If a person has vision loss they cannot see anything.	True	False
8. It's helpful to someone who uses a hearing aid if you reduce background noise.	True	False
9. You should always speak directly to your customer, not to her support person or companion.	True	False
10. If your customer uses a manual wheelchair, feel free to push her around your store.	True	False
11. You can always tell when someone has a disability.	True	False
12. Assistive devices enable a person with a disability to do everyday tasks and activities.	True	False
13. Your organization must allow people with disabilities who use a support person to bring their support person with them while accessing goods or services on parts of the premises that are open to the public.	True	False
14. Service animals should be treated as pets.	True	False

## Answers to “Test your Knowledge”

1. True
2. False: All providers of goods and services to the public or other third parties with one or more employees and all designated public sector organizations in Ontario must comply with all of the applicable requirements of the customer service standard.
3. False: The AODA uses the same definition of “disability” as the Ontario Human Rights Code, which includes both visible and non-visible disabilities. The term “disability” does not only apply to people who use wheelchairs.
4. True
5. True
6. False: If you can’t understand what your customer is saying, just politely ask again.
7. False: Few people with vision loss are totally blind. Many have limited vision such as tunnel vision, where a person has a loss of peripheral or side vision, or a lack of central vision, which means they cannot see straight ahead. Some people can see the outline of objects while others can see the direction of light.
8. True
9. True
10. False: Don’t touch a person’s wheelchair or assistive device without permission.
11. False: Disabilities can be visible and non-visible. You can’t always tell who has a disability.
12. True
13. True
14. False: Service animals are working and have to pay attention at all times. Don’t touch or address them.



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