

Accessible Customer Service Quiz

Name:	
Address:	
Phone:	

Please print and submit this quiz by fax, regular mail or hand deliver.

1. What is the purpose of the AODA?

- to achieve accessibility for Ontarians with disabilities by 2025
- to ensure the development of standards (laws) for accessibility
- to oversee the enforcement of accessibility standards
- all of the above

2. The Accessibility for Ontarians with Disabilities Act (AODA) was passed in what year?

- 2000
- 2003
- 2005

3. Are both private sector and public sector organizations required to comply with accessibility laws under the AODA?

- yes
- no

4. What is the first thing you should do when deciding how to provide services to a person with a disability?

- go ahead and help them - if they don't like it, they will say
- tell them to see another staff person for assistance
- ignore them until they ask for help
- ask "May I help you??"

5. The population in Canada is aging, therefore the number of people with disabilities will increase in the next 20 years.

- true
- false

6. Under the Accessibility Standards for Customer Service a support person may be:

- a friend
- a family member
- a paid trained professional
- all of the above

7. If a person with a disability comes into Municipality of Whitestone premises with a service animal you should:

- avoid touching the service animal without permission
- give the service animal a treat
- tell the customer to leave

8. If you are required to move a person's assistive device (i.e. walker) that is obstructing a passageway you should:

- move their assistive device promptly
- discuss with the customer why you are required to move it
- ask them to leave
- none of the above

9. Notice of temporary disruption in services should include:

- alternative solutions for accessing services
- duration disruption is expected to last
- reason for disruption
- all of the above

10. Which statement about persons with disabilities is correct?

- disabilities may or may not affect how a person communicates
- all persons with disabilities have assistive devices
- older people are always hearing impaired
- support people are paid employees of persons with disabilities

Signature:	
Date Completed:	