

Jeffery's Greenhouses
Accessibility Standard for Customer Service - Training Test

Employee Name: _____

Date: _____

1) Accessibility for Ontarians with Disabilities Act (AODA), 2005

Which of the following statements is false about the act? Circle one:

- a) Accessibility standards can apply to private and public sector organizations across Ontario.
- b) The customer service standard is the only standard being developed under the AODA.
- c) The government of Ontario is working with different standards committees to develop other standards.
- d) The goal of the AODA is to make Ontario accessible for people with disabilities by 2025.

2) Under the customer service standard, providers of goods and services must meet specific requirements.

Which of the following is not a requirement? Circle one:

- a) Establish policies, practices and procedures on providing goods or services to people with disabilities.
- b) Have a policy dealing with people's use of their own assistive devices to access goods or services, or the availability, if any, of other measures which would enable them to do so.
- c) Train only managers and executives.
- d) Accept feedback and have a process for receiving and responding to feedback about the way in which the organization provides goods or services to people with disabilities, including what action will be taken if a complaint is received.

3) Which of the following should you not do when serving a customer with a disability?

Circle one:

- a) Speak directly to your customer, not to their support person or companion.
- b) Grab the arm of your customer with vision loss and pull them to the check-out counter.
- c) If your customer uses a hearing aid, reduce background noise or move to a quieter area.
- d) Ask your customer to repeat information if you didn't understand the first time.

4) Which of the following should you not do when serving a customer who uses an assistive device, service animal or support person? Circle one:

- a) Speak directly to the customer.
- b) Pet a guide dog because he is so cute and you love animals.
- c) Request permission to move your customer's wheelchair.
- d) Be aware of how to use specific assistive devices offered by your organization.

5) The customer service standard is a voluntary standard. Your business or organization can decide whether or not to put it into practice. True ___ False ___

6) The term "disability" only applies to people who use wheelchairs. True ___ False ___

7) Avoiding someone because of their disability is a barrier in attitude. True ___ False ___

8) Your organization must accept feedback about the way it provides goods or services to people with disabilities. True ___ False ___

Jeffery's Greenhouses
Accessibility Standard for Customer Service - Training Test

Employee Name: _____ Date: _____

- 9) **You should not ask your customer to repeat himself if you don't understand him the first time. It might offend him.** True ___ False ___
- 10) **If a person has vision loss they cannot see anything.** True ___ False ___
- 11) **It's helpful for someone who uses a hearing aid if you reduce background noise.**
True ___ False ___
- 12) **You can always tell when someone has a disability.** True ___ False ___
- 13) **Assistive devices enable a person with a disability to do everyday tasks and activities.**
True ___ False ___
- 14) **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 ___

Training provided by Supervisor: _____

Employee Signature: _____