

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

Supervisor 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 \_\_\_

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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 \_\_\_