

Merchandiser Record of Training Summary

Name(print):	Date:	
Safe Rack Handling	True	False
1. It is not necessary to determine which side of the rack has the turning wheels as they are all the same.	<input type="checkbox"/>	<input type="checkbox"/>
2. The tow bar should never be used by the merchandiser to pull the rack behind them as the rack could run over the back of the merchandiser's heel causing injury.	<input type="checkbox"/>	<input type="checkbox"/>
3. When moving a rack into a tight space you should always keep your hands on the "outside" of the rack.	<input type="checkbox"/>	<input type="checkbox"/>
4. The tow bar should always remain in an upright position while in the garden center to prevent shoppers and work associates from tripping.	<input type="checkbox"/>	<input type="checkbox"/>
5. When moving a rack out of position, your feet placement is not important.	<input type="checkbox"/>	<input type="checkbox"/>
Accessibility for Customer Service	True	False
1. The definition of 'disability' under the AODA includes people with learning disabilities.	<input type="checkbox"/>	<input type="checkbox"/>
2. Your workplace has a customer service feedback process in place. A customer with a learning disability wants to provide feedback and tells you that they can't write well enough to complete the form. What is your duty to accommodate this customer? <input type="checkbox"/> Tell the customer they can't provide feedback. <input type="checkbox"/> Offer to have the customer dictate it to you while you write it down. <input type="checkbox"/> Tell the customer to do the best they can do		
3. Which of the following should you NOT do when servicing a customer who uses an assistive device, a service animal or a support person? <input type="checkbox"/> Speak directly to the customer. <input type="checkbox"/> Request permission to move your customer's wheel chair. <input type="checkbox"/> Pet a guide dog because he's cute and you love animals.		
Integrated Accessibility Standards		
In what instance is an employee's individualized workplace emergency response plan not reviewed? (<i>check all that apply</i>) <input type="checkbox"/> During their yearly performance review <input type="checkbox"/> The Employee moves to a different location. <input type="checkbox"/> Their overall accommodation needs are reviewed. <input type="checkbox"/> Organization's general emergency response plans are reviewed.		
Ontario Human Rights		
1. The goal of the Human Rights Code (the Code) is to: <input type="checkbox"/> A. Provide for equal rights, to create a climate of respect where everyone feels part of the community and can contribute fully. <input type="checkbox"/> B. Ensure that people with disabilities are free from discrimination where they work, live and receive services, and that their needs are accommodated. <input type="checkbox"/> C. Ensure that employers, service providers, and housing providers are disciplined if they do not accommodate people with disabilities. <input type="checkbox"/> D. A and B		
2. The Ontario Human Rights Commission... <input type="checkbox"/> A. Hears discrimination claims from individuals who believe an organization or person has failed to accommodate disability-related needs. <input type="checkbox"/> B. Provides policies, guidelines and other information on disability and the duty to accommodate. <input type="checkbox"/> C. Helps people through the human rights process, such as completing an application or claim to the Tribunal.		

3. The Human Rights Tribunal...

- A. Hears discrimination claims from individuals who believe an organization or person has failed to accommodate disability-related needs.
- B. Provides policies, guidelines and other information on disability and the duty to accommodate.
- C. Helps people through the human rights process, such as completing an application or claim to the Tribunal.

Workplace Violence and Harassment Annual Training	True	False
1. Employees in Ontario are required to follow their workplace’s reporting procedures when reporting violence or harassment, and employers must ensure a confidential and fair investigation.	<input type="checkbox"/>	<input type="checkbox"/>
2. A disagreement between coworkers always qualifies as workplace harassment.	<input type="checkbox"/>	<input type="checkbox"/>
3. Workplace harassment includes unwelcome comments, jokes, or conduct that could offend, intimidate, or humiliate someone.	<input type="checkbox"/>	<input type="checkbox"/>

I acknowledge that I have completed the following training.

- Reviewed the Rack Handling Standard Operating Procedures
- Reviewed the Rack Handling for Merchandisers Video
- Accessibility Standard for Customer Service Presentation
- Reviewed the Ontario Human Rights Pamphlet
- Reviewed the Workplace-Anti Violence, Harassment and Sexual Harassment Program statement
- Reviewed the “What is Bullying and Harassment?” training video

Employee Signature	Supervisor Signature