

ACCESSIBILITY KNOWLEDGE

1. Which of the following should you not do when serving a customer with a disability?

- 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.

2. Which of the following should you not do when serving a customer who uses an assistive device, a service animal, or a support person?

- a) Speak directly to the customer.
- b) Pet a guide dog because he's 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.

3. Some disabilities are the result of a disease, some are inherited, and others are the result of an accident

- False
- True

4. When speaking to a person with a service animal, you should not distract the dog.

- False
- True

5. An Estimated 1 million Canadians have a disability that makes it difficult or impossible for them to read conventional print.

- False
- True

6. Whose responsibility does the Accessibility for Ontarians with Disabilities Act fall on?

- a) The Manager
- b) Your Supervisor
- c) Everyone
- d) The Mayor

7. Disabled persons have the same goals, ambitions, feelings and needs as everyone else.

- False
- True

8. It is acceptable to touch items or equipment, such as canes or wheelchairs of Customers with disabilities.

- False
- True

9. If you notice that a customer is having difficulty accessing your goods or services.

- a) Wait for another employee to assist the customer.
- b) A good starting point is to simply ask "How can I help you?"
- c) Just move on to the next customer.

10. Many people who have low vision still have some sight.

- False
- True

11. When helping a customer with a disability, offer your arm to guide them if needed.

- False
- True

12. If a customer is deaf-blind and has a support person with them, you should talk to the support person only.

- False
- True

Name _____

Signature _____