

Accessible Ontario: Providing Accessible Customer Service Knowledge Quiz

All front line volunteers are asked to complete the Customer Service Training Module and the quiz below.

First Name _____ Last Name _____ Date Completed: / /
MM / DD / YYYY

Email: _____ Phone: _____ Cell: _____

Please specify your area of service: _____

1. Under the Accessibility for Ontarians with Disabilities Act 2005, different standards on accessibility are being developed that will set requirement for the identification, removal and prevention of barriers for people with disabilities in key areas of daily living.
 True False
2. The customer service standard is a voluntary standard. Your business or organization can decide whether or not to put it into practice.
 True False
3. The term "disability" only applies to people who use wheelchairs.
 True False
4. Avoiding someone because of their disability is a barrier in attitude.
 True False
5. Your organization must accept feedback about the way it provides goods or services to people with disabilities. .
 True False
6. You should not ask your customer to repeat himself if you don't understand him the first time. It might offend him.
 True False
7. If a person has vision loss they cannot see anything. .
 True False
8. It is helpful for someone who uses a hearing aid if you reduce background noise. .
 True False
9. You should always speak directly to your customer, not to their support person or companion. .
 True False
10. If your customer uses a manual wheelchair, feel free to push them around your service area. .
 True False
11. You can always tell when someone has a disability. .
 True False
12. Assistive devices enable a person with a disability to do everyday tasks and activities. .
 True False
13. 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
14. Service animals should be treated as pets. .
 True False