

Volunteer Accessibility Quiz



Accessibility Ontario Disability Act (AODA) and Serve-Ability

&

Integrated Accessibility Standards Regulation (IASR)

After reading the Accessibility & Customer Service Volunteer Guide, please take the following quiz to reinforce your understanding.

1. Match the following statements:

- | | |
|---------------------|--|
| a. AODA | One of the 4 principles of Accessible Customer Service |
| b. Dignity | A combination of vision and hearing loss |
| c. Assistive Device | Accessibility for Ontarians with Disabilities Act |
| d. Deaf-Blind | ASL interpreter |

2. Circle the right answer:

- | | | |
|---|------|-------|
| Physical disabilities are always visible. | True | False |
| People with learning disabilities generally have average to above average intelligence. | True | False |
| If I encounter a person with a hearing disability I should speak facing towards them. | True | False |
| You can usually tell if a person has a disability & determine what they can manage to do. | True | False |
| If I think that a person has a disability, I should ask how I can help. | True | False |
| It's okay to talk to a service animal but you shouldn't touch them without permission. | True | False |

3. Pick the best answer from the list given:

The four principles of Accessible Customer Service are:

- Equal Opportunity, Independence, Dignity, Integration
- Special Attention, Admiration, Praise and Appreciation
- Accessible, Fast Standardized, Simplified

4. A person with a learning disability cannot:

- Be employed
- Understand simple directions
- Read
- None of the above

5. A person with a physical disability:

- Will always have an accessible parking permit
- May have periods of reduced mobility, depending on the condition
- Will always use a wheelchair, scooter, or cane to get around

6. Asthma, Diabetes, HIV/AIDS and environmental sensitivities are:

- Not really disabilities, just diseases a person needs to live with
- Disabilities that impact how a person lives day to day
- Not a disability as defined in the AODA

7. Accessible Customer Service means that I have to:

- a. Determine who is disabled and how I have to service them
- b. Provide notice if a service is going to be unavailable
- c. Learn how to communicate in sign language

8. A person who has informed me that they have manic-depression can be called:

- a. A mentally ill person
- b. A mental patient
- c. Insane
- d. A person with a mental health disability

We are committed to creating and maintaining an accessible an inclusive community for our employees, volunteers and clients. To do this, we must recognize and acknowledge the diverse needs of this group, including the needs of persons with disabilities.

By reading the guide and taking the quiz your effort will help us serve all of our clients and help build trust and confidence in our organizations.

I hereby confirm my acceptance of the training received for the Accessibility Ontario Disability Act (AODA) and Serve-Ability and the Integrated Accessibility Standards Regulation (IASR).

Name: _____ Date: _____

Signature: _____



"The Exchange is a beautiful place for people, programs, and partnerships

- Caledon based space
- Community inclusive
- Collaboratively focused

Beyond the physical space, the Exchange Collaborative is a philosophy that leverages opportunities to address community needs because we are better together."



October 2015