



KNOWLEDGE TEST – AODA

NAME:

DATE:

CATEGORIES	TRUE	FALSE
1. Under Accessibility for Ontarians with Disability Act, 2005, different standards on accessibility are being developed that will set requirements for the identification, removal, and prevention of barriers for people with disabilities in key areas of daily living.		
2. The customer service standard is a voluntary standard. Your business or organization can decide whether or not to put it into practice.		
3. The term “disability” only applies to people who use wheelchairs.		
4. Avoiding someone because of his/her disability is an attitudinal barrier.		
5. Your organization must accept feedback about the way it provides goods or services to people with disabilities.		
6. You must not ask your customer to repeat him/herself if you don’t understand him/her the first time. It might offend him/her.		
7. If a person has a vision loss he/she cannot see anything		
8. It’s helpful for someone who uses a hearing aid, if you reduce background noise.		
9. You should always speak directly to your customer, not to their support person or companion.		
10. If your customer uses a manual wheelchair, feel free to push them around your business premises.		
11. You can always tell when someone has a disability.		
12. Assistive devices enable a person with a disability to do everyday tasks and activities.		
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.		
14. Service animals should be treated as pets.		
15. A positive attitude is important when meeting or helping a person with a disability.		
16. Generally, people see the disability first and the person second.		
17. All disabilities are caused by a disease or are inherited.		
18. People with mobility impairments do not care how they look, and they cannot shop the way other people do.		
19. Someone who uses a power wheelchair cannot drive a motor vehicle.		
20. If you notice someone is wearing a hearing aid, speak loudly so he or she can hear you.		
21. When guiding a person who has vision loss, you should always take him/her by the arm.		
22. Someone who is severely physically disabled cannot do anything alone.		
23. A person who is deaf cannot use the phone.		
24. A person can have a disability and not be held back by it.		
25. People who have vision loss have a better sense of hearing.		
26. If you see someone who uses a wheelchair having trouble, you should give him/her a push.		
27. Over one million Canadians have some kind of disability that makes it difficult for them to read conventional print.		
28. When a customer with a disability is in your workplace, you should always provide extra attention.		
29. Guide dogs see colours and read signs.		
30. People who are deaf or hard of hearing see better than everyone else.		
31. People who are deaf, deaf-blind or hard of hearing cannot talk at all.		
32. People who use wheelchairs are paralysed.		
33. People with learning disabilities cannot be productive.		
34. Intellectual disability is the same as mental health disability.		
35. Forty-seven percent of Ontarians over the age of 65 have disabilities.		
36. Mental health disability is a rare, untreatable disorder.		