

HARCOURT KNOWLEDGE QUIZ!

Name _____

Date _____

Accessibility for Ontarians with Disabilities Act, 2005 (AODA)

Accessibility Standards for Customer Service, Ontario Regulation 429/07

Compliance by Jan. 1, 2010 (Public Sector); Jan 1, 2012 (Private Sector)

Accessible Customer Service Standard Quiz		
1. <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	What is the purpose of the AODA? a. To achieve accessibility for Ontarians with disabilities by 2025 b. To ensure the development of standards (laws) for accessibility c. To oversee the enforcement of accessibility standards d. All of above	
2. <input type="radio"/> <input type="radio"/>	Are both private sector and public sector organizations required to comply with accessibility laws under the AODA? a. Yes b. No	All designated public and private sector organizations in Ontario must comply with accessibility laws under the AODA.
3. <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	What are the Guiding Principles when accessing Harcourt Services? a. Dignity b. Independence c. Integration d. Equal Opportunity e. All of above	
4. <input type="radio"/> <input type="radio"/>	You can always tell when a church guest has a disability. a. Yes b. No	Many disabilities are not noticeable such as persons who are hard of hearing or deaf; some persons with low vision; some physical disabilities such as persons with low stamina and persons who are prone to seizures; and persons with mental health disabilities and many others.
5. <input type="radio"/> <input type="radio"/> <input type="radio"/>	What is one of the first things you should do when deciding how to provide services to a person with a disability? a. Refer them to another church member for assistance b. Tell the person with a disability that their needs cannot be accommodated at Harcourt c. Ask "How may I help you"	Ask how you may help the person. Often the member /visitor is the best resource for accommodation ideas.
6. <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	Which of the following is <u>NOT</u> a disability? a. Epilepsy b. Multiple Sclerosis c. Depression d. Dyslexia e. All of the above are considered disabilities	
7. <input type="radio"/> <input type="radio"/>	Do Harcourt members/visitors only have physical disabilities? a. Yes b. No	Will have a range of disabilities including sensory disabilities, mental health disabilities, learning disabilities, etc.

<p>8.</p> <p><input type="radio"/></p> <p><input type="radio"/></p> <p><input type="radio"/></p> <p><input type="radio"/></p> <p><input type="radio"/></p>	<p>A Barrier can be:</p> <p>a. Physical</p> <p>b. Architectural</p> <p>c. Attitudinal</p> <p>d. A Policy or Procedure</p> <p>e. All of the above</p>	<p>A Barrier is anything that prevents a person with a disability from fully participating in society.</p>
<p>9.</p> <p><input type="radio"/></p> <p><input type="radio"/></p>	<p>When communicating with a personal with a disability you should sit at their level and avoid leaning on their wheelchair.</p> <p>a. True</p> <p>b. False</p>	
<p>10.</p> <p><input type="radio"/></p> <p><input type="radio"/></p>	<p>If a church member leaves his/her walker in the aisle after taking a seat, is it acceptable to move the walker out of the way without first asking him/her for permission?</p> <p>a. Yes</p> <p>b. No</p>	<p>Discuss the matter with the person first. Moving an assistive device, such as a walker can leave a person stranded if they need to move or leave their seat for some reason.</p>
<p>11.</p> <p><input type="radio"/></p> <p><input type="radio"/></p>	<p>If you want to greet a member/visitor and their service dog, should you pet or offer the dog a treat?</p> <p>a. Yes</p> <p>b. No</p>	<p>For the safety of the person with the disability, service animals should not be distracted. Even when service animals are resting they must be prepared to assist the owner at any time.</p>
<p>12.</p> <p><input type="radio"/></p> <p><input type="radio"/></p> <p><input type="radio"/></p> <p><input type="radio"/></p> <p><input type="radio"/></p>	<p>Which of the following could be considered a Service Animal?</p> <p>a. Hamster</p> <p>b. Puppy</p> <p>c. Rat</p> <p>d. Bird</p> <p>e. Snake</p>	<p><u>Any</u> animal could be considered a Service Animal as long as the person with a disability has a note from a physician or nurse.</p>
<p>13.</p> <p><input type="radio"/></p> <p><input type="radio"/></p>	<p>Under the Accessibility standards for Customer Service a support person may be a friend, family member or trained professional.</p> <p>a. True</p> <p>b. False</p>	
<p>14.</p> <p><input type="radio"/></p> <p><input type="radio"/></p>	<p>Under what circumstances should Harcourt request that a member or visitor have a support person with them?</p> <p>a. The member/visitor is unfriendly</p> <p>b. To protect the health and safety of the person with the disability or to protect the health and safety of others</p>	
<p>15.</p> <p><input type="radio"/></p> <p><input type="radio"/></p> <p><input type="radio"/></p> <p><input type="radio"/></p>	<p>What information must be included in temporary notices of disruptions in Harcourt services and facilities used by members/visitors with disabilities?</p> <p>a. The reasons for the temporary disruption</p> <p>b. The expected duration of the disruption</p> <p>c. Other means of accessing services, if they are available</p> <p>d. All of above</p>	
<p>16.</p> <p><input type="radio"/></p> <p><input type="radio"/></p>	<p>Under the Customer Service Standard, only paid Harcourt staff who deal with the public must receive training.</p> <p>a. True</p> <p>b. False</p>	<p>All persons who deal with the public or other third parties and persons involved in developing policies and procedures and practices must fulfill the training requirements of the standard.</p>

<p>17.</p> <p><input type="radio"/></p> <p><input type="radio"/></p> <p><input type="radio"/></p> <p><input type="radio"/></p> <p><input type="radio"/></p>	<p>Under the Accessibility Standards for Customer Service a person with a disability must be given the opportunity to provide feedback (or complain) about their ability to access services in which of the following ways?</p> <p>a. In Person</p> <p>b. By telephone</p> <p>c. Electronically</p> <p>d. By other reasonable methods</p> <p>e. All of above</p>	
<p>18.</p> <p><input type="radio"/></p> <p><input type="radio"/></p> <p><input type="radio"/></p>	<p>When providing Harcourt’s Accessible Customer Service policies, procedures and practices to a member or visitor with a disability, how should you decide in what format the documents should be given to the customer?</p> <p>a. Use the same format for all members/visitors</p> <p>b. Always provide the documents in large print in case some persons have low vision</p> <p>c. Discuss the matter with the member/visitor and decide upon the format together</p>	<p>Discuss the matter with the person. There is no standard format that is suitable for all persons with disabilities.</p>
<p>19.</p> <p><input type="radio"/></p> <p><input type="radio"/></p>	<p>Harcourt Memorial United Church has a Customer Service Policy.</p> <p>a. True</p> <p>b. False</p>	<p>Please see handout of Harcourt’s new Customer Service Policy.</p>

Resources	
<p>www.e-laws.gov.on.ca</p> <p>Accessibility for Ontarians with Disabilities Act, 2005 Ontario Regulation 429/07</p> <p>Accessibility Standards for Customer Service</p>	
<p>http://oaccac.pdfpictures.com/accessiblecustomerservice</p> <p>e-manual, OACCAC Quiz</p>	
<p>www.accesson.ca</p> <p>Accessibility Standards Guide and other information</p>	
<p>http://mcss.gov.on.ca/mcss/serve-ability/splash.html</p> <p>Hit “English flash”</p> <p>e-learning training module: You may want to use head phones</p>	