

# AODA General Training for Volunteers Compliance Quiz

AODA training website: <http://guelph.ca/wp-content/uploads/2016/index.htm>

**Name:**

**Date:**

**Training Location: River Run Centre**

**Supervisor: Bonnie McDougall**

1	True	False	You can always tell if a person has a disability.
2	True	False	Accessible customer service includes listening with empathy and respecting the customer's rights.
3	True	False	There is always a fee for a support person.
4	True	False	Feedback about accessibility doesn't matter
5	True	False	The first step when communicating with a person who can't speak is to find out how the person says "yes" and "no"
6	True	False	If a customer asks for a document in an accessible format, we just tell them we don't have it.
7	True	False	People with a disability can do anything if they have the right supports.
8	True	False	A person cannot use their own assistive device to access our programs and facilities.
9	True	False	You don't have to respect a person personal space if they use an assistive device, such as a wheelchair.
10	True	False	The City uses a specific manual for accessible design of its buildings
11	True	False	Maintaining clear accessible routes and service counters is not that important
12	True	False	If a volunteer has a disability and needs help evacuating a building in an emergency they should talk with their supervisor.

\_\_\_\_\_ I have read and understand the Corporate Accessibility Policy.  
(Initial)

Submit this completed form to your program/project supervisor.



## Answers

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| 1  | False | Often a disability is not visible. Examples of disabilities that are not easy to see include diabetes, depression, or epilepsy. You can't always tell if a person has a disability.   |
| 2  | True  | Accessible customer service includes listening with empathy and respecting the customer's rights. Listening with an open mind often helps to really understand a person's barrier.  |
| 3  | False | If there is a fee for a support person it must be advertised but in many cases there isn't a fee. The person with a disability can apply for a PAL Card that helps to identify that the person with them is a support person.   |
| 4  | False | Feedback about accessibility does matter in fact it helps us understand barriers that others may also experience. With expectations and technology changes, City volunteers need to let their supervisor know about the feedback they receive.                                      |
| 5  | True  | The first step when communicating with a person who can't speak is to find out how the person says "yes" and "no". Once we know this information we will be able to communicate effectively, but remember to check in to make sure that you are still on track in the conversation. |
| 6  | False | If a customer asks for a document in an accessible format, we take their contact information and give this to our supervisor as soon as possible so that they can follow up with the person's request.  |
| 7  | True  | People with a disability can do anything if they have the right supports. Talk to your supervisor if you identify that a customer should have an accommodation to participate.  |
| 8  | False | A person can use their own assistive device to access our programs and facilities. Their device may be their wheelchair but it may also be a skating aid that their Occupational Therapist has adapted for the customer.  |
| 9  | False | You do have to respect a person personal space if they use an assistive device, such as a wheelchair. For example leaning on a wheelchair while you talk with the person is not acceptable.   |
| 10 | True  | The City uses a specific manual for accessible design of its buildings. The manual was developed by an Architect who lectures on accessible design at the University of Toronto as well as a committee of people with a disability in our community.                                |
| 11 | False | Maintaining clear accessible routes and service counters is important. A lot of time goes into designing accessible spaces at City facilities; we need to maintain these facilities the way that they were designed   |
| 12 | True  | If a volunteer has a disability and needs help evacuating a building in an emergency they should talk with their supervisor. A plan to help them can be developed.  |
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