

**Accessible Customer Service Training Materials can be found at:  
Serve-Ability: Transforming Ontario's Customer Service –**

**<http://www.mcass.gov.on.ca/en/serve-ability/index.aspx>**

**ACCESSIBLE CUSTOMER SERVICE TEST**

(1) The Accessibility for Ontarians with Disabilities Act was passed in what year?

- 2000
- 2003
- 2005
- 2007

(2) **True or False:** The vision behind the AODA is to achieve accessibility for Ontarians with disabilities by 2025.

- True
- False

(3) When you are dealing with a customer with a disability and are unsure if they need help, you should:

- Go ahead and help them – if they don't like it, they'll say so.
- Ignore them until you have time for them – serve the easiest customers first.
- Always serve your customers with disabilities away from other customers.
- Wait and see if they really are customers – maybe they'll change their minds and go someplace else.
- Ask "May I help you?"

(4) Which of the following statements is **always true**?

- Older people are all hard of hearing.
- Avoid touching a service animal without permission.
- Support people are paid employees of customers with disabilities.
- People who are blind cannot see anything.

(5) Which statement about customers with disabilities is true?

- Their disability might affect how they interact with you and it might not.
- They all use assistive devices like a wheelchair or a hearing aid.
- Their disability affects them with the same severity at all times.
- All people with the same disability are affected in the same way.

(6) If you need to communicate by telephone with a customer who is Deaf, orally deaf, deafened or hard of hearing, you can use the Relay Service. The number for the Relay Service is:

- 911.
- 411.
- 1-800-855-0511.
- A number that has a 416 area code.

(7) **True or False:** Canada's population is aging, so the number of people with disabilities is likely to increase in the next 20 years.

- True.
- False.

(8) Justin, who suffers from post-traumatic stress disorder, enters a restaurant with his guide dog. Another patron expresses a concern regarding the dog to the waitress.

- The waitress must ask Justin to leave and make reservations for a more suitable time.
- The waitress must ask Justin to muzzle the guide dog while in the restaurant.
- The waitress must ask Justin to use the outdoor patio.
- The waitress must let Justin keep his guide dog with him in the restaurant. Although another law prevents animals from going where food is prepared, it makes an exception for service dogs in areas where food is served or sold.

**SERVE-ABILITY: TRANSFORMING ONTARIO'S CUSTOMER  
SERVICE  
ACCESSIBLE CUSTOMER SERVICE TEST ANSWERS**

1. 2005
2. True
3. Ask "May I help you?"
4. Avoid touching a service animal without permission.
5. Their disability might affect how they interact with you and it might not.
6. 1-800-855-0511
7. True
8. The waitress must let Justin keep his guide dog with him in the restaurant. Although another law prevents animals from going where food is prepared, it makes an exception for service dogs in areas where food is served or sold.