

## Sample Awareness Quiz

Name: \_\_\_\_\_

Date: \_\_\_\_\_

This quiz can be used to evaluate misconceptions you may have about people with disabilities. Answer the following statements with either true or false.

1. A positive attitude is important when meeting or helping a person with a disability.  
 True  False
2. Generally, people see the disability first and the person second.  
 True  False
3. All disabilities are caused by a disease or are inherited.  
 True  False
4. People with mobility impairments do not care about how they look, and they can't shop the way other people do.  
 True  False
5. Someone who uses a power wheelchair cannot drive a motor vehicle.  
 True  False
6. If you notice someone wearing a hearing aid, speak loudly so he or she can hear you.  
 True  False
7. When guiding a person who has vision loss, you should always take them by the arm.  
 True  False
8. Someone who is severely physically disabled cannot do anything alone.  
 True  False
9. A person who is Deaf cannot use the phone.  
 True  False
10. A person can have a disability and not be handicapped.  
 True  False
11. People who have vision loss have a better sense of hearing.  
 True  False
12. You should avoid using expressions such as "look", "see" and "watch out" when talking to someone with a visual impairment.  
 True  False

13. The majority of people who are Deaf or hard of hearing can speechread.  
 True  False
14. If you see someone in a wheelchair having trouble, you should give him or her a push.  
 True  False
15. Over one million Canadians have some kind of disability that makes it difficult for them to read conventional print.  
 True  False
16. When a customer with a disability is in your workplace, you should always provide extra attention.  
 True  False
17. Guide dogs see colours and read signs.  
 True  False
18. People who are Deaf or hard of hearing see better than everyone else.  
 True  False
19. People who are Deaf, deafblind or hard of hearing cannot talk at all.  
 True  False
20. People who use wheelchairs are paralysed.  
 True  False
21. Mental health disability is a rare, untreatable disorder.  
 True  False
22. People with learning disabilities cannot be productive.  
 True  False
23. Intellectual disability is the same as mental health disability.  
 True  False
24. About one in seven Ontarians has a disability.  
 True  False
25. Forty-seven percent of Ontarians over the age of 65 have disabilities.  
 True  False

## Test your Knowledge

Name: \_\_\_\_\_

Date: \_\_\_\_\_

1. Under the AODA, 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.	True	False
2. The customer service standard is a voluntary standard. Your business or organization can decide whether or not to put it into practice.	True	False
3. The term “disability” only applies to people who use wheelchairs.	True	False
4. Avoiding someone because of their disability is a barrier in attitude.	True	False
5. Your organization must accept feedback about the manner in which it provides goods or services to people with disabilities.	True	False
6. You should not ask your customer to repeat himself if you don't understand him the first time. It might offend him.	True	False
7. If a person has vision loss they cannot see anything.	True	False
8. It's helpful to someone who uses a hearing aid if you reduce background noise.	True	False
9. You should always speak directly to your customer, not to her support person or companion.	True	False
10. If your customer uses a manual wheelchair, feel free to push her around your store.	True	False
11. You can always tell when someone has a disability.	True	False
12. Assistive devices enable a person with a disability to do everyday tasks and activities.	True	False
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.	True	False
14. Service animals should be treated as pets.	True	False