



ACCESSIBILITY AWARENESS TRAINING

AWARENESS QUESTIONNAIRE

Which of the following statements are true/false? Check the appropriate answer?

	QUESTION	TRUE	FALSE
1.	A positive attitude is important when meeting or helping a person with a disability.		
2.	Generally, people see the disability first and the person second.		
3.	Public areas of Patricia Gardens include common areas where service animals are allowed.		
4.	Someone who uses a power wheelchair cannot drive a motor vehicle.		
5.	If you notice someone is wearing a hearing aid, speak loudly so he or she can hear you.		
6.	All employees are responsible for delivering accessible customer service		
7.	Someone who is severely physically disabled cannot do anything alone.		
8.	A person who is Deaf cannot use the phone		
9.	An Employee Responsibility is to not report barriers to service.		
10.	You should avoid using expressions such as "look", "see" and "watch out" when talking to someone with vision loss.		
11.	Anyone is allowed to feed, pet and interact with service dogs at anytime.		
12.	Notice of service disruptions are to be posted in facilities.		
13.	A customer/client when accompanied by a service animal will not be allowed to enter Patricia Gardens.		

	QUESTION	TRUE	FALSE
14.	Assistive Devices include but are not limited to wheelchairs, reading machines		
15.	It is the facilities responsibility to maintain the care, supervision and control of all service animals.		
16.	Service animals are allowed to reside in apartments with tenants at Patricia Gardens..		
17.	Avoiding someone because of their disability is a barrier in attitude.		
18.	All individuals regardless of disability have the right to access goods and services provided by Patricia Gardens		
19.	It's helpful for someone who uses a hearing aid if you reduce background noise.		
20.	If a service disruption is scheduled in Patricia Region Senior Services Inc., 7 working days of notice will be given.		
21.	Assistive devices enable a person with a disability to do everyday tasks and activities.		
22.	Patricia Region Senior Services allows 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.		
23.	Service animals should be treated as pets.		
24.	All feedback received by Patricia Region Senior Services Inc. will be responded to in 10 working days		
25.	All support persons who are assisting individuals must sign a confidentiality form prior to discussions taking place.		

CONFIRMATION OF ACCESSIBILITY TRAINING

I have received training about the Accessibility for Ontarians with Disabilities Act, 2005, the Accessibility Standards for Customer Service, Ontario Regulation 429/07, on how to communicate and interact with people with disabilities and best practices for providing accessible customer service to people with disabilities. This training was in the following format.

video Training Workshop Resource Book other – specify

Name:

Position:

Date of Training:

Signature