

Ontario Regulation 429/07 -Training Compliance Form

To ensure that the Children's Aid Society of the District of Thunder Bay is compliant with its obligations under the Accessibility For Ontarians with Disabilities Act, 2005, Ontario Regulation 429/07, please complete this quiz and return via email to Hilary Smith (Hilary.Smith@thunderbaycas.ca) or Becca Morden (Becca.Morden@thunderbaycas.ca).

Name:		Unit:	
Date:			

Test your knowledge (Please check the correct answer)

1. Accessibility focuses on:

- Removing barriers, not on a person's disability
- A person's disabilities
- Helping a person with disabilities change so they can fit into society
- None of these

2. The best method for communicating with a person with a disability:

- Speak loudly and slowly
- Write out the conversation
- The way the person tells you when you ask her or him
- Go ahead and help them

3. Which of the following should you **not** do when providing a service to someone who uses an assistive device, a service animal, or a support person?

- Speak directly to the individual
- Allow a person to bring a service animal onto parts of your premises that would ordinarily be open to the public until prohibited by other laws or unless the animal's presence would pose a serious health or safety risk to another person
- Obtain client's permission if confidential information will be discussed when support person is present
- Interact with a person's service animal when the animal is on duty

4. The customer service standard is a voluntary standard. Your business or organization can decide whether or not to put it into practice.

- True
- False

5. Assistive devices enable people with disabilities to take part in many everyday tasks and activities. They are used to replace, compensate for, or improve the functional abilities of people with disabilities.

- True
- False