

## 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

## Answers to Awareness Quiz

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1. **True** – Barriers are broken down in part through open, positive attitudes -- when people are accepted for themselves.
2. **True** – A disability is just one of the characteristics of the individual, but the disability is often seen before the person.
3. **False** – Some disabilities are the result of a disease, some are inherited, while others are the result of an accident.
4. **False** – People with disabilities have different interests and enjoy different activities like everyone else.
5. **False** – There are many modifications available for vehicles to allow people with disabilities to drive, including people in power wheelchairs.
6. **False** – It is important to look directly at someone who is hard of hearing and speak clearly. Shouting may only create sound distortions when amplified through the hearing aid.
7. **False** – People who have vision loss may prefer to take your arm when you are guiding them. Ask if they need your assistance first.
8. **False** – There are many helpful aids for people who have physical disabilities which may help them to be more independent.
9. **False** – There are different systems that allow someone who is Deaf to use the telephone, such as the Teletypewriter (TTY) or a relay system.
10. **True** – Barriers in the lived environment and/or other people's negative attitudes are the only handicaps for people with disabilities.
11. **False** – Generally, people with vision loss have no better sense of hearing than anyone else, though some people with vision loss learn to use their senses more efficiently.
12. **False** – There is no need to use special language around people who have vision loss. They use the same expressions as everyone else.

13. **True** – Most people who are Deaf or hard of hearing can speechread, but they don't all do it very well. Most of them can understand about 25% of what is being said. People who excel at speechreading can understand approximately 45-50% of what is being said.
14. **False** – Try to respect the person's independence by asking if your assistance is needed first.
15. **True** – It is estimated that one million Canadians have some kind of disability that makes it difficult or impossible for them to read conventional print. An increasing number of senior citizens are becoming part of this group.
16. **False** – People with disabilities may need some special attention, but it should not be assumed in every case. Your customers want to be treated with dignity, so consider discreetly asking each one if help is needed. You don't always know who has a disability and who doesn't!
17. **False** – Guide dogs do not see the colours of traffic lights, and do not read the signs on washroom doors. The owner decides when to cross the street by listening to the traffic flow.
18. **False** – Generally, people who are Deaf or hard of hearing have no better sense of seeing than everyone else, but they may concentrate more on what they are seeing.
19. **False** – People who are Deaf, deafblind or hard of hearing may choose not to speak because they are unsure of pronunciation, or they may know that their voices sound different, but most can make sounds, and can probably speak some words.
20. **False** – Not everyone who uses a wheelchair is paralysed. People might use a wheelchair if they have arthritic spines or sore legs, severe asthma or a heart condition that limits the ability to walk.
21. **False** – Many types of mental health disabilities are treatable and not necessarily permanent.
22. **False** – Many people develop ways to work with, or around, their particular type of learning disability. Repeated practice can help a person with a learning disability to perform some tasks with less difficulty.

23. **False** – Unlike mental health disability, intellectual disability is a limitation affecting intellectual capacity, not emotional equilibrium. Moreover, an intellectual disability is a permanent condition that cannot be medically treated or cured.
24. **True** – According to the Participation and Activity Limitation Survey (PALS) 2006 from Statistics Canada, about 1.85 million Ontarians (one in seven) have a disability.
25. **True** – According to the Participation and Activity Limitation Survey (PALS) 2006 from Statistics Canada, about 47 percent of Ontarians over the age of 65 have disabilities.

## 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

## Answers to “Test your Knowledge”

1. True
2. False: All providers of goods and services to the public or other third parties with one or more employees and all designated public sector organizations in Ontario must comply with all of the applicable requirements of the customer service standard.
3. False: The AODA uses the same definition of “disability” as the Ontario Human Rights Code, which includes both visible and non-visible disabilities. The term “disability” does not only apply to people who use wheelchairs.
4. True
5. True
6. False: If you can’t understand what your customer is saying, just politely ask again.
7. False: Few people with vision loss are totally blind. Many have limited vision such as tunnel vision, where a person has a loss of peripheral or side vision, or a lack of central vision, which means they cannot see straight ahead. Some people can see the outline of objects while others can see the direction of light.
8. True
9. True
10. False: Don’t touch a person’s wheelchair or assistive device without permission.
11. False: Disabilities can be visible and non-visible. You can’t always tell who has a disability.
12. True
13. True
14. False: Service animals are working and have to pay attention at all times. Don’t touch or address them.



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