



AODA Worksheet

1. *This question goes with the slide on Learning Disabilities* - Write your name and job title three times in the space below using your

NON-dominant hand:

2. What does AODA stand for?
- a. Association of Ontario's Disabled Adults
 - b. Accessibility for Ontarians with Disabilities Act
 - c. American Opportunities for Disabilities Act
 - d. None of the above
3. The vision behind the AODA is to achieve accessibility for Ontarians with disabilities by 2025:
- True
 - False
4. Which of the following is not a key principle of AODA?
- a. Independence
 - b. Integration
 - c. Equality of opportunity
 - d. Accommodation

e. Dignity

5. The degree of disability an individual experiences can fluctuate depending on the condition, time, and setting:

- True
- False

6. Which of the following options would be considered a barrier?

- a. Stairs
- b. Peoples' attitudes
- c. Narrow hallways
- d. All of the above

7. Which of the following statements is always true?

- a. Individuals with learning disabilities have low intellectual capacity
- b. Speak initially to the support person
- c. People who are blind cannot see at all
- d. Never touch a service animal without permission

8. When communicating with a person who has a disability, you should always:

- a. Speak loudly and clearly
- b. Ask, "How may I help you?"
- c. Tap them on their shoulder to get their attention.
- d. Write out the conversation.

Thank you for completing your AODA Customer Service Training.