

January, 2012

“Growing in relationship with God, each other and community.”

Connect – Participate – Serve

AODA – Customer Service Standard Quiz

Community CRC, because of the biblical command to love our neighbor as ourselves as an expression of how we love God, strives to foster our relationships with people who have disabilities. We are committed to giving people with disabilities the same opportunity to access our ministries; allowing them to benefit in the same places and manners as all other members.

Our staff training consists of three parts:

1. Training video: <http://public.chconnect.org/AccessibilityChurches/Church%20Accessibility%20-%20August%2029,%202012.htm> (Note: the video viewed by staff at Community Church is no longer available, so that above link has been substituted as a good alternative.)
2. Review (if necessary) of CCRC’s AODA Policy and Procedure
3. Completing the following quiz:

AODA QUIZ

Local CCRC issues:

1. **How do you define ‘disability?’:**

2. **Feedback regarding the way CCRC provides services to people with disabilities can be made through the following forms of communication:**

3. **CCRC will provide alternative methods for people with Vision, Hearing and Physical Disabilities. Please list one accommodation for each area.**
 - a. **Vision:**
 - b. **Hearing:**

c. Physical:

4. Explain CCRC's process for Service Disruption Notification:

AODA general information from video training:

1. When did the AODA become law? _____
2. What does AODA stand for? _____
3. The goal is to make Ontario accessible for persons with disabilities by the year _____
4. The Customer Service Standard became law in what year? _____
5. What Accessibility Standards are covered under the AODA?

- a. _____
- b. _____
- c. _____
- d. _____
- e. _____
- f. _____

6. List 8 types of disabilities:

- a. _____
- b. _____
- c. _____
- d. _____
- e. _____
- f. _____
- g. _____
- h. _____

7. Service animals help people with (Please list 3):

- a. _____
- b. _____
- c. _____

8. List 4 examples of a support person:

- a. _____

- b. _____
- c. _____
- d. _____

9. A support person must be allowed to accompany a person with a disability on CCRC premises.
True or False? Circle one

10. What is an assistive device?

11. Feedback regarding the way CCRC provides services to people with disabilities can be made through the following forms of communication:
