

# Accessibility for Manitobans: Everyone Benefits

## Accessible Customer Service Training

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Knowledge Check for Learners

# Accessible Customer Service Training: Knowledge Check

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## Introduction

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The [Accessibility Standard for Customer Service](#) requires all organizations with at least one employee to provide training that includes:

- an overview of The Accessibility for Manitobans Act, The Human Rights Code (Manitoba), the Accessibility Standard for Customer Service and related organizational policies and practices
- how to interact and communicate with people disabled by barriers, including persons who use an assistive device, are accompanied by a support person or are assisted by a service animal
- how to use any equipment or assistive devices available on-site (for example, a public computer)

This training is designed to support organizations and businesses in meeting the training requirements of the Accessibility Standard for Customer Service. In addition to completing this training, please review the accessibility policies, practices and measures introduced by your organization to comply with Manitoba's accessibility laws.

To view the tools mentioned here and many more resources in PDF and Word formats, visit [AccessibilityMB.ca](http://AccessibilityMB.ca).

The Knowledge Check for Learners was created to assist learners with testing their knowledge of the material provided. It can be used by anyone going through the training, at their own pace.

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**Note to the Learner:**

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*Accessibility for Manitobans: Everyone Benefits* offers basic training on Manitoba's accessibility law and on how to provide accessible customer service. The training is in narrated PowerPoint format with a transcription provided.

You can take this training on an individual basis in approximately 40 minutes. The training is divided into four modules:

1. Understanding barriers to accessibility
2. Manitoba's accessibility law
3. How to offer accessible service, as required by law
4. Tips to create accessibility for the people you serve

Please contact Manitoba's Disabilities Issues Office (DIO) for more information or to receive this material in alternate formats: [DIO@gov.mb.ca](mailto:DIO@gov.mb.ca) or 204-945-7613.

Legal disclaimer: This training resource is not legal advice. It has been created to assist organizations to meet the basic training requirements under Manitoba's Customer Service Standard Regulation. The training does not replace the content of the Customer Service Standard Regulation or The Accessibility for Manitobans Act. If there is any conflict between this training resource and the regulation or the act, the latter two shall prevail.

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## Module 1: Understanding Barriers to Accessibility

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There are many types of barriers faced by people with disabilities. Most of these are invisible. For more information, including solutions to barriers, see the list of [Barriers and Solutions](#).

### Review Questions

1. Which of the following are barriers faced by Manitobans with disabilities?
  - a. attitudinal barriers, including stereotypes and assumptions
  - b. physical barriers that prevent people from accessing your services
  - c. communication barriers
  - d. technical barriers
  - e. systemic barriers
  - f. all of the above
  
2. What do people with disabilities consider the biggest barrier?
  - a. attitudinal barriers, including stereotypes and assumptions
  - b. physical barriers that prevent people from accessing services
  - c. communication barriers
  - d. technical barriers
  - e. systemic barriers
  
3. Can you always tell if someone is affected by a barrier? Please explain.

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## Module 2: Manitoba's Accessibility Law

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The Accessibility for Manitobans Act (AMA) provides a framework for creating regulations called standards. An Accessibility Advisory Council helped develop the standards for the Manitoba government. It has representation from businesses, municipalities and organizations that represent people with disabilities. Each standard was developed in consultation with the public. For more information, visit [accessibilitymb.ca/law.html](http://accessibilitymb.ca/law.html).

### Review Questions:

4. Which of the following statements about The Accessibility for Manitobans Act (AMA) is **false**?
  - a. Accessibility laws apply to private businesses and non-profit organizations, as well as designated public sector organizations in Manitoba.
  - b. The AMA only considers physical barriers.
  - c. One of the goals of the AMA is to make significant progress toward achieving accessibility in Manitoba by 2023.
  - d. The first accessibility standard related to Customer Service was passed in 2015.
  
5. Reasonable accommodation...
  - a. means adjusting a rule
  - b. means adjusting a policy, practice or a physical space to allow changes to the ways we usually do things
  - c. is simple, free and affordable in most cases of customer service
  - d. is all of the above
  
6. We all have a duty to accommodate by removing barriers up to the point of...
  - a. a small financial cost
  - b. minimal hardship
  - c. undue hardship
  - d. Everyone must be accommodated in every case. There is no limit.

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## Module 3: How to Offer Accessible Customer Service, as Required by Law

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Be aware of your organization's Accessible Customer Service Policy as part of the requirement of staff training. You may want to review other resources from the website, like the [Tips for Employees on Accessible Customer Service](#).

### Review Questions:

Please circle the best answer: True or False.

7. Communication is an interaction. If your customer is having trouble understanding you, what are some good practices?
  - a. If you are not sure what someone needs, ask them.                      True                      False
  - b. Ask your customer, What is your disability?                      True                      False
8. A customer informs you that the print on a document is too small to read. As an alternative, you give them the same document in large print. You did not provide accessible customer service.                      True                      False
9. A support person is one who accompanies a person with a disability to help with communication, mobility, personal care, medical needs or access to goods and service.                      True                      False
10. All service animals wear a vest.                      True                      False

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## Module 4: Tips to Create Accessibility for the People You Serve

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One of the most important messages in this training is that staff should not make assumptions about other people's needs. Instead, simply ask: How can I help?

The training introduces the [Manitoba Government's Access Offer sign](#). This invitation for accessible services is also available on the website or in hard copy from the Disabilities Issues Office. The accompanying [explanation](#) offers tips on ways to welcome customers by removing barriers to goods and services.

### Review Questions

11. What do you do if a person with a disability requires more time with you than others?
- a. Hurry them along so that you can get to other customers.
  - b. Ask them to sit and wait while you attend to other customers.
  - c. Be patient and give them more time.
  - d. Ask them to return when you are not busy.
12. Circle True or False.
- a. A wheelchair is not a barrier. True      False
  - b. You can always tell when someone has a disability. True      False
  - c. If your building is not accessible, you cannot provide customer service. True      False
  - d. Older customers are always hard of hearing. True      False
  - e. You should not touch or distract a service animal. True      False
  - f. Support persons are always paid companions. True      False
  - g. You should keep your attention on the person with a disability and not the support person. True      False
  - h. You need to immediately provide notice if an accessible bathroom or elevator is not available. True      False

- i. Hallways should be clear of clutter like garbage, recycling boxes or standing signage. True False
- j. Assume a customer is under the influence of drugs or alcohol when they have difficulty speaking or unsteady when walking. True False

**Scenarios for Final Consideration:**

The following scenarios provide an opportunity for collaborative problem solving.

1. Ren has multiple disabilities. The person providing service assumes that Ren cannot communicate or make decisions herself and talks directly to her support person. What is the barrier? What better service could Ren expect?
2. Fred uses a wheelchair and is hard of hearing. The counter is high and the room is noisy. He indicates he does not understand your answer. What is the barrier? How can you offer Fred better customer service?
3. Your organization has a staircase to the front door. What is the barrier? Consider ways of equitable customer service.
4. You have a coupon for a price reduction on your goods or services. You inform your customers that it is only available online. What is a possible barrier(s)? What can you do to make sure the coupon is available to everyone?
5. Imagine the following text is a page from a brochure. How can you make it more accessible?

**THE ACCESSIBILITY FOR MANITOBIANS ACT**

*Enacted December 2013*

**Main Goals:**

*Identify, prevent, and remove barriers to participation.*

*A long-term commitment to achieve significant progress by 2023 to make Manitoba more inclusive for everyone.*

If you have any questions, please call  
 (204) 945-7613 or visit [www.AccessibilityMB.ca](http://www.AccessibilityMB.ca)  
 Join the #AccessibleMB conversation on  
[Twitter](#) & [Facebook](#)!



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## Answer Key

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1. f
2. a
3. No. Most disabilities are invisible, in most cases you cannot tell just by looking at someone whether they face barriers to accessibility.
4. b
5. d
6. c
7. a. True      b. False
8. False
9. True
10. False
11. c
12. a. True      b. False      c. False      d. False      e. True      f. False      g. True  
    h. True      i. True      j. False

Scenarios (*Note: there may be multiple answers depending on rationale*):

1. The barrier is attitudinal. Ren should expect the service provider to communicate with her directly.
2. The barrier is related to information and communication. May also be structural. You can offer Fred a quiet space. Another option may be writing the information down.
3. The barrier is structural. Depending on your organization, you can offer to take the good or service directly to the customer. You can offer to meet at an accessible location. There may be another accessible entrance.
4. This may be a technological barrier. It may also be a barrier related to information and communications. You could read the coupon to your customer if they are unable to access it, or offer alternate formats if they would like it printed, for example. You can also accept printed copies.
5. You could make this brochure more accessible by increasing the font size to at least a size 12. You could change the text colour to black or increase the contrast. You could change the font style to Arial or use a font that is easier to read. You could add symbols for Facebook and Twitter. You could add descriptive alternate text for the image. You could offer to read it aloud or send the information in plain text to your customer. You should include an access offer: This document is available in alternate formats on request.

**For more information, contact:**

**Disabilities Issues Office (DIO)**

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Winnipeg MB R3C 0J7

Phone: 204-945-7613 (in Winnipeg)

Toll-Free: 1-800-282-8069, Ext. 7613 (outside Winnipeg).

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**Visit [www.AccessibilityMB.ca](http://www.AccessibilityMB.ca) to learn more**

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