Quiz for Part 1

1. The goal of the Ontario Human Rights Code (the Code) is to:
   
   a. Provide for equal rights, to create a climate of respect where everyone feels part of the community and can contribute fully.
   
   b. Ensure that people with disabilities are free from discrimination where they work, live and receive services, and that their needs are accommodated.
   
   c. Ensure that employers, service providers, and housing providers are disciplined if they do not accommodate people with disabilities.
   
   d. A and B
   
   e. All of the above

If correct: That’s right! The goal of the Code is to provide for equal rights so as to create a climate of respect where everyone feels part of the community and can contribute fully. The Code says people with disabilities must be free from discrimination where they work, live, and receive services, and their needs must be accommodated. The Code is not meant to punish. When discrimination happens, the goal is to fix the situation to provide equal opportunity for the person with a disability.

If incorrect: Incorrect, the correct response was: d) A and B. The goal of the Code is to provide for equal rights so as to create a climate of respect where everyone feels part of the community and can contribute fully. The Code says people with disabilities must be free from discrimination where they work, live, and receive services, and their needs must be accommodated. The Code is not meant to punish. When discrimination happens, the goal is to fix the situation to provide equal opportunity for the person with a disability.

2. Find the best match for each law: [users will match letters with corresponding numbers and a line will match the two selections]

   a. The Ontario Human Rights Code (the Code) ------ Stipulates the Duty to accommodate (ie. The legal duty to accommodate the individual needs of people with disabilities)
   
   b. Accessibility for Ontarians with Disabilities Act (AODA) ------ Sets accessibility standards that organizations must meet.
   
   c. Integrated Accessibility Standards Regulation (IASR) ------ the part of the AODA that sets Information and Communications, Employment and Transportation standards

If correct – Well done!

If incorrect – That’s incorrect. Here are the correct responses:
3. The Code and the AODA work together in the following ways:

a. They both cover federally-regulated organizations like banks and airlines
b. They both promote equality and accessibility
c. They both use the same definition of disability
d. They are both provincial laws
e. b, c and d
f. All of the above

If correct: That’s correct!

If incorrect: Incorrect. The correct answer is (e).

4. The AODA standards apply to:

a. All organizations (public, private, and not-for-profit) with 100 or more employees in Ontario.
b. All organizations (public, private, and not-for-profit) with one or more employees in Ontario.
c. Only organizations that employ people with disabilities.
d. Only organizations that either employ or serve people with disabilities.

If correct: That is correct! The AODA lays the framework for the development of province-wide mandatory standards on accessibility in all areas of daily life. All organizations with one or more employees in Ontario will have to apply these standards.

If incorrect: Sorry, that is incorrect. The correct response is (b). The AODA lays the framework for the development of province-wide mandatory standards on accessibility in all areas of daily life. All organizations with one or more employees in Ontario will have to apply these standards.

Quiz for Part 2

1) Multiple Choice
In which situations below would an employer be required to accommodate an employee?
A. An employee with a learning disability requires certain software installed on his computer.
B. An employee with a physical disability requests flexible work hours to accommodate the
para-transit bus schedule.
C. An employee with low vision needs his work documents available electronically, or in large print.
D. b and c
E. All of the above

The correct answer is (e) All of the above. In fact, an employer is required to accommodate the employees in each of these situations.

2) Multiple Choice
In the Code, disabilities can include (check all that apply):
   - Physical limitations
   - Learning disabilities
   - Vision
   - Substance addictions
   - Environmental sensitivities
   - Mental health
   - Cognitive or intellectual development
   - Hearing
   - Epilepsy
   - Workplace injuries
Correct! These are all examples of disabilities under the Code.
Incorrect. These are all examples of disabilities under the Code.

3) Multiple Choice
Barriers to accessibility prevent people with disabilities from fully taking part in the social and economic life of our communities. An example of an information and communications barrier is:
A. Providing steps but no ramps or elevators.
B. Inflexible work hours that don’t coordinate with para-transit bus schedules.
C. Providing documents with print that’s too small.
D. All of the above

An example of an information and communications barrier is C) providing documents with print that’s too small. Providing steps but no ramps or elevators is a physical barrier, and inflexible hours that don’t coordinate with Para-transit bus schedules is an example of a systemic barrier.

4) True/False
“Ableism” is a tendency to see people with disabilities as less worthy, underestimating their potential, or excluding them from decisions that affect them.
True
False

Attitude can be the biggest barrier, and “ableism” is a tendency to see people with disabilities as less worthy, underestimating their potential, or excluding them from decisions that affect them.
Quiz for Part 3

1) True/False
Organizations can choose the same accommodation for people with same types of disabilities, so what works for one person will work for other people, too.

True
False
False! While one form of accommodation may benefit others, the most appropriate accommodation is the one that best meets the individual needs of the person with a disability. Accommodating the individual needs of people with disabilities is a legal duty under the Code. This allows people to benefit equally and take part fully in the workplace, housing, and other services.

2) Multiple Choice
Undue hardship is the legal limit of the duty to accommodate. It refers to situations where severe negative effects outweigh the benefit of providing accommodation. What are the three factors used to determine undue hardship?

A. Cost, size of the organization and health and safety  
B. Cost, external funding sources (such as grants), and health and safety  
C. Cost, opinions of staff members and the organization’s policies

The correct response is (b): The three factors used to determine undue hardship are: 1. Costs. Renovating an older building to make it accessible may be too costly for a small business. If the business must reduce staff or hours to provide the accommodation, then it may be able to claim undue hardship. 2. Are there external funding sources, such as grants or tax breaks, to reduce the accommodation costs? And... 3. Health and safety considerations. For example, there may be undue hardship if the accommodation violates occupational health and safety regulations. Employers must try to keep all workers safe and still accommodate the needs of the worker with a disability. If a significant risk remains for others, it will be undue hardship. If a significant risk remains only for the worker with a disability, they might have the right to accept the risk.

3) Multiple Choice
When a person requests an accommodation, the employer, landlord or service provider must:

A. Act promptly, even if it means creating a temporary solution before a long-term one can be put in place.  
B. Actively seek appropriate accommodation solutions and ask for expert help if needed.  
C. Respect the dignity and privacy of the person asking for accommodation, and make sure the accommodation process doesn’t lead to reprisals against that person.  
D. Cover the costs of accommodations, such as any needed medical or other expert opinions or documents, to the point of undue hardship.  
E. C and D  
F. All of the above
The correct answer is (f) All of the above. Employers, landlords and service providers are required by law to take all of these steps to meet an accommodation request, to the point of undue hardship. Taking these steps will help people with disabilities fully take part in the social and economic life of our communities.

4) Multiple Choice
If you need an accommodation, what should you do?
A. Tell your employer, union, landlord or service provider about your disability-related needs.
B. Provide supporting information about your disability-related needs.
C. Help identify possible solutions for accommodation.
D. All of the above.

The correct answer is (d) All of the above.

Quiz for Part 4

1. True or False:
Except for small organizations, AODA standards require that employers have a written process to document an employee’s accommodation needs in an individual accommodation plan.

True. This important step helps ensure that all the necessary people are involved, the right steps are taken and the best possible solutions are considered and put in place.

2. How can an organization avoid potential human rights complaints and litigation?
   a) By understanding and applying human rights principles.
   b) By hiring a good lawyer.
   c) By offering a friendly work environment for all staff.

The correct answer is (a) By understanding and applying human rights principles.

3. Which of the following are human rights principles that organizations should follow when implementing the AODA standards?
   a) Design inclusively – make choices that work for as many people as possible
   b) Involve those who need accommodation in exploring solutions
   c) Favour integration over segregation
   d) a & b
   e) All of the above

The correct answer is (e) All of the above.
Quiz for Part 5

1) Multiple Choice
The Ontario Human Rights Commission…
   A. Hears discrimination claims from individuals who believe an organization or person has failed to accommodate disability-related needs.
   B. Provides policies, guidelines and other information on disability and the duty to accommodate.
   C. Helps people through the human rights process, such as completing an application or claim to the Tribunal.

The correct answer is B.

Multiple Choice
2) The Human Rights Tribunal…
   A. Hears discrimination claims from individuals who believe an organization or person has failed to accommodate disability-related needs.
   B. Provides policies, guidelines and other information on disability and the duty to accommodate.
   C. Helps people through the human rights process, such as completing an application or claim to the Tribunal.

The correct answer is A.

3) Multiple Choice
The Human Rights Legal Support Centre…
   A. Hears discrimination claims from individuals who believe an organization or person has failed to accommodate disability-related needs.
   B. Provides policies, guidelines and other information on disability and the duty to accommodate.
   C. Helps people through the human rights process, such as completing an application or claim to the Tribunal.

The correct answer is C.

4) True/False
Can individuals file accessibility complaints under the AODA?

The correct answer is "No."