

ADA AND SENSITIVITY

Quiz One: General Guidelines

1. You should provide customers with a disability with assistance without asking them specifically what they need.
True or **False**(circle one)
2. When a rider with a disability is traveling with a companion, you can direct all communication to that companion rather than speaking with the rider.
True or **False** (circle one)
3. A rider with a disability should be given the same information and choices as riders without disabilities.
True or False (circle one)

Quiz Two: Customers with Hearing Impairments

1. When speaking with customers with hearing impairments, you should always raise your voice.
True or **False** (circle one)
2. When speaking with customers with hearing impairments it is helpful to face them directly so they can see your lips and face while you talk.
True or False (circle one)
3. You should notify a customer with an apparent hearing impairment of any schedule changes that occur.
True or False (circle one)

Quiz Three: Customers with Vision Disabilities

1. When approaching a rider with a vision disability, you should first identify yourself.
True or False (circle one)
2. If it is clear that the rider has a vision disability, you do not need to ask what type of assistance he/she needs.
True or **False** (circle one)
3. If you are giving change to a passenger with a vision disability, you should count the money out loud.
True or False (circle one)

Quiz Four: Customers Who Use Service Animals

1. By law, service animals are not allowed to travel in passenger compartments.
True or **False** (circle one)
2. A customer who uses a service animal is not required to provide identification for the animal.
True or False (circle one)
3. You may ask a passenger if his/her animal is a service animal and what type of tasks the service animal performs.
True or False (circle one)

Quiz Five: Customers Who Use Wheelchairs

1. If you are assisting a rider who uses a wheelchair, you should take control of the mobility device without asking the customer.
True or **False** (circle one)
2. Passengers who use a mobility aid should never be allowed to travel with that mobility aid.
True or **False** (circle one)
3. If you have assisted a passenger who uses a wheelchair in the past, you do not need to get instructions from current riders about how their mobility device works.
True or **False** (circle one)