

FY20 Passenger Assistance/Customer Service Test
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Please note: The term ADA used in this questionnaire refers to the Americans with Disabilities Act
The term HIPAA used in this questionnaire refers to the Health Insurance Portability and Accountability Act

Wheelchair or Other Mobility Device:

- 1) A personal care attendant must be professionally trained. True _____ False _____
- 2) The Americans with Disabilities Act ADA requires the use of a seat belt. True _____ False _____
- 3) The Americans with Disabilities Act ADA requires that a wheelchair be secured. True _____ False _____
- 4) There are various styles of securement devices on the vehicle: pull through, clamp style, ratchet style and self-retracting. Using one of each of the four styles would adequately secure a mobility device. True _____ False _____
- 5) Improper securement of a mobility device places the customer, driver and the agency at risk. True _____ False _____
- 6) There is no way to secure a customer while using a three wheel type mobility device. True _____ False _____
- 7) A customer using a Segway may be on the Segway while being transported. True _____ False _____
- 8) A Segway type mobility device cannot be secured. True _____ False _____
- 9) A customer using a gurney type mobility device cannot be transported. True _____ False _____
- 10) There are some mobility devices that ADA does not allow to be transported. True _____ False _____
- 11) ADA requires the vehicle be equipped to secure a mobility device. True _____ False _____

Lift or Ramp Usage and Safety:

- 12) Only a customer with a mobility problem has the right to use the lift to board the vehicle. True _____ False _____
- 13) The ADA specifies maximum size requirements to transport a mobility device. True _____ False _____
- 14) The ADA does not specify maximum weight requirements to transport a mobility device. True _____ False _____
- 15) Because ADA requires reasonable accommodation, you must do any task the customer asks. True _____ False _____
- 16) The combined weight of the customer and the power wheelchair mobility device exceeds the capability of the lift. It is not acceptable for the customer and the mobility device to be loaded separately. True _____ False _____
- 17) On a "door to door" ride, you must use any ramp provided to accommodate a wheelchair. True _____ False _____
- 18) If a ramp does not meet ADA requirement, use of the ramp may be denied. True _____ False _____
- 19) ADA allows you to require that the customer use the lift like an elevator. True _____ False _____
- 20) It is preferable for a customer using a mobility device to ride side facing. True _____ False _____
- 21) Anyone may serve as a Personal Care Attendant "PCA". True _____ False _____
- 22) The PCA should secure the wheelchair in the vehicle. True _____ False _____

23) In an emergency, a PCA may be asked to use the lift or ramp to accommodate the customer. True _____ False _____

Seat Belt and Shoulder Strap Usage:

24) A wheelchair has a built in seat belt, the customer should refuse the vehicle seat belt. True _____ False _____

25) A customer riding in a wheelchair needs to use a shoulder strap. True _____ False _____

26) ADA allows a customer who cannot be secured to be transported . True _____ False _____

Service Animals:

27) ADA specifies which animals may not be classed as a service or comfort animal. True _____ False _____

28) A service/comfort animal must be certified as professionally trained. True _____ False _____

29) The service agency may ask what disability a service animal is needed for. True _____ False _____

30) The transportation program policy states no animal on the bus, you can refuse a service animal. True _____ False _____

31) A customer that does not have a mobility disability may have a service animal. True _____ False _____

32) A bird cannot be a service animal. True _____ False _____

Customer Items:

33) A customer may ask to go somewhere other than the destination listed on the manifest. True _____ False _____

34) A customer complaining of having “heart burn or indigestion” could have a serious problem. True _____ False _____

35) A customer whose face is drooping on one side and is slurring speech may be having a stroke. True _____ False _____

36) A customer having difficulty breathing and sweating profusely may be having a heart attack. True _____ False _____

37) A person having a heart attack may deny anything is wrong. True _____ False _____

38) Someone having a heart attack always loses consciousness. True _____ False _____

39) A person having a heart attack may have pain in the chest, neck, arms, back or elsewhere. True _____ False _____

40) Women may feel heart attack pain differently than men. True _____ False _____

41) When speaking with a customer who has a developmental disability, use simple words. True _____ False _____

42) A customer who is staggering and has slurred speech may be drunk or on drugs. True _____ False _____

43) A customer who is staggering and has slurred speech may have Cerebral Palsy. True _____ False _____

44) A customer who is staggering and has slurred speech may have had a stroke. True _____ False _____

45) Any incident resulting in body fluids: blood, vomit, etc. may be a risk of disease transmission. True _____ False _____

46) If body fluids are spilled in the vehicle, sweeping or moping is adequate clean up. True _____ False _____

47) A customer has a letter from their physician stating that he/she should not use a seat belt. ADA requires transportation service to honor the letter. True _____ False _____

48) A customer slips and falls to the ground. You do a quick check and there does not seem to be an injury or damage to clothing or other items. There is no need to complete a report about the fall. True _____ False _____

49) A customer has difficulty getting up from a seated position; you must not assist. True _____ False _____

50) The pre-trip inspection is a legal requirement. True _____ False _____