

# AGE-FRIENDLY COMMUNITY BUSINESS CHECKLIST

## Getting to Your Business

### Sidewalks, Entrances

- Are well-maintained, accessible and free from obstructions
- Are well lit
- Have wheelchair sloped entry ramps, or...
- Are non-slip with level wheelchair access
- Snow is removed or piled well away from the entrance; snow is cleared between parking and entrance

### Parking

- The parking lots are clear of snow and are kept ice free to prevent falling
- Available parking is well-maintained and located nearby for easy access
- There are a sufficient number of handicap accessible parking spots
- Drop-off and pick-up areas are available, obstruction free, clearly marked, and conveniently located

## Getting into Your Business

### Buildings

- Entrance doors are easy to open by someone in a wheelchair or walker
- There are no or as few stairs as possible, inside and outside
- The flooring is non-slip
- Washrooms are located on the main floor
- Washrooms are large enough for wheelchairs, walkers and strollers
- Signs are easy to read outside and inside
- There is sufficient seating for patrons to rest or to use your services
- Elevators and ramps are available
- Stairs are safe and have railings
- There are automatic doors with accessible buttons that are open long enough to allow people with wheelchairs and walkers to safely enter
- People in wheelchairs can easily navigate aisles and spaces in your business

## Getting Information about Your Business

### Information

- Seniors can easily find information about your business
- Patrons have a choice of services and products to suit a variation of needs
- Seniors are visible in advertising and are depicted positively and without stereotyping
- Print and spoken communication uses simple, familiar words in short, straight-forward sentences

### Technology

- Telephone answering services give instructions slowly and clearly and tell callers how to repeat the phone message at any time

### Customer Services

- Transportation is available for seniors to get to the business
- Delivery services (groceries, medicines, etc.) or escorted shopping services are available to seniors

### Staff Awareness

- Seniors are treated respectfully by staff including;
  - Addressed with appropriate titles
  - Needs are accommodated
  - Relevant, clear information is provided
- Staff are courteous and helpful

### Older Employees in Your Business

- Seniors who are expected to use newer technologies in paid work are provided with appropriate training