

Appendix C

AGE-FRIENDLY SELF-ASSESSMENT CHECKLIST

Please use the self assessment checklist to self assess if age friendly elements have been incorporated into the day to day operations of your business.

SCORING Yes = 1 No = 0 N/A

INSIDE - Customer Service and Respect		Score
1	Customer Service Desk is clearly visible	
2	A live person is available to answer the telephone and automated answering services that require customers to press a lot of buttons before talking to a "live" person are avoided	
3	Staff are clearly identifiable to customers; e.g., wearing name tags or staff uniforms	
4	Customer concerns are addressed promptly and courteously	
5	Staff are trained in accessible customer services standards	
6	Staff are trained to understand the needs of older adults and trained to recognize common senior's ailments & how to deal with them	
7	Staff speak clearly, at appropriate speed, ensuring the customer is included in the conversation regardless of their ability. Speak to customer, making eye contact, and not away from them	
8	Staff are trained to be sensitive to customers with varying circumstances, to avoid stereotyping or condescending behaviors (e.g., speaking too loudly, showing impatience or speaking too familiarly as in calling someone "dear")	
9	Staff are trained to manage situations in ways that preserve a person's dignity (for example, incidents such as falls or outbursts)	
10	Staff are trained to serve customers with dementia	
11	Elder abuse training is provided to Staff	
12	Fraud training is provided to Staff	
13	A process is in place to obtain medical assistance for emergency situations	
14	Products and services are designed for smaller households, small incomes and smaller appetites	
15	Print and spoken communication uses simple, familiar words in short, straight forward sentences	
16	Supports local senior business, groups or events	
17	Older adults receive discounts or special offers	
18	Allows people to use their own personal assistive devices	
19	Is aware of Accessibility for Ontarians With Disabilities Act (AODA)	
20	Designated hours for senior shopping	
Subtotal		

NOTES:



INSIDE - Safety		Score
1	A store map, with large print, is located near the entrance	
2	Floor mats are placed where necessary and are well secured	
3	On both sides of ramps or interior stairs, continuous sturdy handrails with bright contrasting colour are available	
4	Stairs and ramps are wide and in good state of repair	
5	Stair edges are clearly marked	
6	Obstacles (e.g. steps up/down, wet floor, etc.) are clearly marked	
7	Colours of doors and/or door frames in hallways contrast with the color(s) of the surrounding walls	
8	Flooring is non-slip and non-shiny	
9	Location of elevators and washrooms are clearly posted	
10	Ramps are in place for changes in elevation	
11	Aisles are wide enough for walkers, wheelchairs or scooters	
12	Aisles are not cluttered by displays or objects	
13	Products are placed on shelves that are accessible or staff offer help to reach items	
14	Staff are trained to assist elderly and disabled persons in the event of an emergency, including evacuation	
15	Staff have First Aid/CPR training	
16	Exit doors are clearly marked consistently throughout the building so they are easily distinguishable from other doors	
17	Have a First-Aid kit on premises	
Subtotal		

INSIDE - Comfort, Visibility and Clarity		Score
1	Glass doors are clearly labeled with limited reflections	
2	Furniture seating contrasts with walls, floors and surrounding area	
3	Lighting is adequate and glare-free	
4	Signage uses large, easy-to-read lettering and good contrast (e.g. black letters on white background)	
5	Signage displays the universal symbol of hearing loss where these accommodations are available	
6	Signage includes appropriate pictographs wherever possible (e.g. on washroom doors)	
7	Printed materials (e.g. packages, price labels, etc.) have good contrast and use readable sizes of lettering using Canadian National Institute for the Blind guidelines	
8	Website is easy to navigate	
9	Instructions on the website show how font sizes can be increased	
10	Quiet space is provided for discussing private business such as medications, financial or sensitive concerns	
11	Sound/speaker systems for public announcements are clear	
12	Background music is absent, or is low enough in volume so customers can hear conversations clearly	
13	Alternate means of communication for consumers with hearing impairments are available (e.g., TTY Devices, ASL interpreters)	



INSIDE - Mobility and User-Friendliness		Score
1	Display the international symbol of accessibility	
2	Lever handles on all doors	
3	Easy to open doors	
4	Sturdy, various-height seating (with and without armrests) is available in waiting areas and line-up areas	
5	At least one customer service area is accessible for persons in wheelchairs	
6	Service counters have a place to hook a cane	
7	Service animals are welcome	
8	Magnifying glasses to help people read fine print on small labels	
9	Is there space near the entrance for customers to park scooters	
10	An on-line or phone-in ordering service is available	
11	Carry-out service is available to customers	
12	Home delivery service is offered to customers	
13	Customer washrooms are available on all service floors	
14	Accessible washroom is available	
15	Floor is kept clean and dry	
Subtotal		

OUTSIDE		Score
1	Accessible entrances are clearly marked with the international symbol of accessibility	
2	Clear signage indicating where to find an accessible entrance is well displayed	
3	Entrances are clearly identified	
4	Entrances to the business are kept clear of obstructions	
5	Entrances are well and evenly lit	
6	Entrance doors open automatically or have access buttons	
7	At least one entrance is on grade level	
8	Doors are sufficiently wide for wheelchairs	
9	Wheelchair access routes are well marked	
10	There is door clearance for people waiting with a wheelchair/ walker	
11	Pick-up/drop-off areas are convenient, sheltered and clearly marked	
12	On both sides of ramps or exterior stairs, continuous handrails are a bright contrasting colour	
13	Curbs are cut and ramps are in place to allow for easier access	
14	Curb cut is marked with a yellow strip	
15	Sidewalks and parking lots are well and evenly lit	
16	Accessible and seniors' parking spaces are designated	
17	Parking lots and sidewalks are promptly cleared of snow, ice and other hazards	
18	Parking lot pavement is smooth, without major cracks and bumps	
Subtotal		
Appendix C Total		