



Age-Friendly Business Initiative

Little Italy/Chinatown Business Revitalization Zone is working with business leaders and businesses to increase their awareness of seniors' needs, introduce age friendly resource information and help businesses be more age friendly and responsive to the needs of seniors.

This audit tool will be piloted in 2014 with interested businesses in Little Italy and Chinatown. It is intended to be a practical resource for businesses to learn how they are already age friendly, identify areas for improvements and consider plans for each business to be more responsive to seniors' needs. The information could also be shared with seniors to increase their awareness of how age friendly a business is.

Using the audit tool

- This resource is adapted from a variety of age friendly business resources (from Alberta Government, Alberta Council on Aging, Age Friendly Edmonton and Westend Seniors Activity Seniors Centre).
- This audit tool consists of three sections: Outside the Business, Inside the Business, and Customer Service.
- After each section there is space to record additional comments, strengths, areas for Improvement and suggested resources.
- For further assistance, please email the Age Friendly Edmonton office at agefriendly@edmonton.ca or call 780-944-0462.

Audit Tool: Age-Friendly Business Checklist

Business: _____

Contact Name: _____

Telephone: _____ Email: _____

Address: _____

Reviewers: _____

Date: _____

Section 1: Outside the Business

- _____ (a) Accessible and seniors' parking spaces available.
- _____ (b) Parking areas are level, well lit and well maintained.
- _____ (c) Parking signage uses large print.
- _____ (d) Drop-off/Pick-up areas are convenient, clearly marked and sheltered.
- _____ (e) Parking areas, sidewalks and entranceways are promptly cleared of snow, ice and other hazards.
- _____ (f) Bus stops are close by and accessible from the main entranceway.
- _____ (g) Sidewalk access from transit stop and parking areas is maintained with curb cuts as needed.
- _____ (h) Sidewalks are promptly cleared of snow, ice and other hazards and have sufficient lighting.
- _____ (i) Pavement is smooth, without cracks, dips or bumps.
- _____ (j) Wheelchair sloped entry ramps are in place and clearly marked to allow for walkers, wheelchairs, strollers and easier access.
- _____ (k) At least one entrance is at grade level and all entrances are kept clear of obstructions (i.e. piled snow).
- _____ (l) Entrance doors open automatically or have access buttons and have delayed closing time.

Section 2: Inside the Business

- _____ (a) Stairways have sturdy handrails and stair edges are clearly marked.
- _____ (b) Flooring is non-slip and non-shiny.
- _____ (c) Obstacles or hazards are clearly marked (e.g. step up, step down, automatic door, wet floor, etc.).
- _____ (d) Mats are placed where necessary and are well secured.
- _____ (e) Aisles are not cluttered by displays or objects and allow access for a wheelchair or walker.
- _____ (f) Elevators are available to access other floors and/or there are ramps for changes of level.
- _____ (g) Sturdy and regular-height seating is available in waiting and line-up areas.
- _____ (h) At least one customer service area is accessible for persons in wheelchairs.
- _____ (i) Service counters have a place to hook a cane so that it does not fall.
- _____ (j) Temperature is held at comfortable levels.
- _____ (k) Customer washrooms are found on all service floors and at least one accessible toilet cubicle and hand washing area should be available.
- _____ (l) Premises are well lit.
- _____ (m) Sound or speaker systems for public announcements are clear and not over-used.
- _____ (n) Background music is absent or low enough in volume so that customers can hear conversations clearly.
- _____ (o) Popular items are shelved at medium height.
- _____ (p) Building signage has legible font and is of good contrast (e.g. black letters on white background).

Section 3: Customer Service, Respect and Inclusion

- _____ (a) Staff members are friendly and patient with customers and greet customers when they enter the business.
- _____ (b) Staff members speak clearly and at an appropriate speed while looking at the customer.
- _____ (c) Staff members are sensitive to customers with varying circumstances and avoid stereotyping or condescending behaviors (e.g. speaking too loudly, speaking to familiarly – as in calling someone “dear”, or showing visible impatience).
- _____ (d) Errors and customer concerns are addressed promptly and courteously.
- _____ (e) Staff members are willing to assist customers who have vision or hearing challenges (e.g. reading labels and locating items).
- _____ (f) A quiet space is provided for discussing private business such as medications or finances, and staff members are trained to move to those areas when necessary.
- _____ (g) Enough staff are on site to provide assistance whenever needed. These staff members are knowledgeable about the products and know where to find them.
- _____ (h) Staff members are aware of resources and procedures and able to support seniors during medical or emergency situations.
- _____ (i) Suitable products and services are available and/or designed for seniors.
- _____ (j) Online or phone ordering/delivery is available (as appropriate).
- _____ (k) The website has a clear font, is informative and easy to use/navigate.

Final Overall Rating (average of three sections)

Excellent	Good	Fair	Needs Work
4	3	2	1