



Age-Friendly Business Self-Assessment Checklist

The City of Calgary has developed a **program that helps seniors identify businesses** and organizations with services and amenities **that can accommodate their unique needs**. This program is called **Age-Friendly Business** and will help create a city **accessible for all Calgarians**.

The following is a checklist developed for businesses to self-assess their current age-friendly characteristics.

BUSINESS INFORMATION

Business Name: _____

Owner: _____

Contact information:

Email (required): _____

Street address: _____

Mailing address (if different): _____

Phone number: _____

Rent/Lease/Own property or space: _____

Entrance on ground level: Yes / No

Elevator: Yes / No

Business is more than one level: Yes / No

Franchise: Yes / No

Number of employees: (1-25) | (26-100) | (100+)

THE CHECKLIST

Use the following checklist to undertake an age-friendly assessment of your business.

Please check all items that apply to your business.

REQUIRED: AMENITIES OR SERVICES THAT ARE REQUIRED TO BE AGE FRIENDLY



All items are required for businesses seeking recognition as an “Age-Friendly Business”.

Entrances:

- Entrances to the business are kept clear of obstructions (e.g. sandwich boards/signage, displays, etc).
- Parking lots, accessible stalls and sidewalks that are part of the business’s property are cleared of snow, ice and other hazards according to bylaw requirements or better.

Signage:

- Signage uses large, easy-to-read lettering and good contrast (e.g. black letters on white background).
- Location of elevators, washrooms and other amenities are clearly posted.
- Obstacles (e.g. steps up and down, wet floor, etc.) are clearly marked.

Materials:

- Printed materials (e.g., price labels, etc.) have good contrast and use readable sizes, minimum 12 font of lettering.

Stairways:

- Stairways have sturdy handrails.
- Stairway step edges/nosing is clearly marked in a contrasting colour.
- Elevators are available if the business has multiple levels or the main entrance is not on the ground.
- Ramps are in place for changes in elevation.

Flooring:

- Flooring is non-slip.
- Flooring is non-shiny.
- Floor mats are secured to the floor.

Washrooms:

- At least one washroom is available for customer use.

Staff:



- Staff members are trained to be aware of customers' varying circumstances and to avoid stereotyping or condescending behaviours.

ADDITIONAL AMENITIES: NOT REQUIRED BUT IMPROVE ACCESSIBILITY

Although many businesses will not be in a position to modify their building space and streetscape amenities, it may benefit you to know about extra age-friendly amenities for those with accessibility challenges.

Entrances:

- Doorways are a minimum of 850 mm clear width when the door is in the fully open position.
- Entrance doors open automatically or have access push buttons.
- At least one entrance is at ground level (i.e., no steps) OR has a ramp available.

Sidewalks:

- Sidewalk access is level and well-maintained, with a barrier-free path of travel from the parking lot or transit stop to the door of the business.

Customer Service:

- At least one customer service area is wheelchair accessible, with a lower counter.
- Quiet space is provided for discussing personal information i.e., medication, finances or sensitive issues (where appropriate).
- Carry-out service is available to assist customers with their purchases.
- Aisles are clear of clutter, objects or displays.
- Sturdy, regular-height seating is available in waiting areas.
- An electric outlet is available and well marked for charging scooters and other electronic devices.

Signage:

- Wheelchair access routes are well marked.
- Accessible parking stalls are well marked, with sign at front of stall and painted on the pavement.



Washrooms:

- At least one universal washroom is available for customer use.
- Washroom contains at least one accessible toilet cubicle and hand washing area.
- Washroom is available for public use without purchase.

Special Instructions to Access Additional Amenities:

Please note any amenities that can be accessed by special requests or instructions (e.g. where to park or which doors are accessible):

- _____

FOR ADDITIONAL CONSIDERATION:

You may be able to make changes to the local community amenities by contacting The City through 311, suppliers to your business, or property owners. Consider if you may be able to influence changes to these characteristics of your area.

Staff:

- Staff members are trained to assist patrons with a disability in the event of an emergency, including evacuation.

Signage and Visibility:

- Lighting offers sufficient and even illumination.
- Pick-up and drop-off areas are clearly marked, convenient, and sheltered.
- Sidewalks and parking lots have adequate lighting.

Parking:

- Accessible parking spaces are designated and located within 50 m of the business entrance.
- Pavement in the parking lot is free from cracks, bumps, potholes, etc.
- There is space near the entrance for customers to park scooters.

Aisle ways:

- Aisles are wide enough for two walkers or two wheelchairs (approximately four feet).



Accessibility:

- Curbs are cut and ramps are in place to allow for walkers, wheelchairs, strollers and easier access.
- Popular items are shelved at a height for someone in a mobility device to reach.

Washrooms:

- Customer washrooms are available on all service floors.

Noise:

- Sound or speaker systems for public announcements are clear and not over-used.
- Background music in the business is absent, or is low enough in volume for customers to hear conversations clearly.

Temperature:

- Temperature is at comfortable levels.