

AGE- AND DEMENTIA-FRIENDLY BUSINESS CHECKLIST

(Please complete with business ambassador)

To be certified, business owner or manager must:

- Complete a training on communicating with older adults and adults with dementia created by City of Boston (DF)**

In addition, you must check off any combination of **seven** no/low- and higher-cost items. Three must also be dementia friendly (designated by a "DF" symbol)

NO/ LOW COST ITEMS

BUILDING AND ATMOSPHERE

LIGHTING (DF)

Lighting is bright and uniform to reduce glare/avoid dark spaces

NOISE LEVEL

Background music and ambient noise are quiet or non-existent

SIGNAGE

Stairways, inclines/declines, and obstacles/hazards are clearly marked

FLOORS

All floors are non-slip, non-shiny, kept clean and dry

GLASS DOORS (DF)

Glass doors must be clearly marked

DEMENTIA SEATING (DF)

Avoid seating people with dementia near windows and mirrors with glare

RESTING AREAS

Resting areas are available near entrances to buildings

BATHROOMS

Bathrooms are open and available to the public

COMMUNICATION

FONTS & LANGUAGE (DF)

Written items are easy to read and placed at eye level, using large font

SYMBOLS (DF)

Use universal symbols when possible (ex: arrows, bathrooms)

OUTSIDE ENVIRONMENT

WALKWAYS

Walkways are free of obstructions

BUILDING AND ATMOSPHERE

HANDRAILS

Handrails/cane holders are installed where needed

DOORS

Doors are easy to open

ELEVATOR/RAMPS

Spaces are wheelchair-accessible, with elevators/ramps where needed

COLOR CONTRAST (DF)

Bathrooms have installed color contrast toilet seats and handrails

FURNISHINGS (DF)

Colors of furnishings contrast with walls for easy visibility

AISLES (DF)

The space has wide, clear, and accessible aisles

OBJECT PLACEMENT

Products are shelved or placed at a visible and reachable height

QUIET SEATING AREA (DF)

A quiet seating area is available away from kitchens, lobbies, or street noise

LARGE BATHROOMS (DF)

Bathrooms are large enough to be accessible to caregivers

SERVICE COUNTERS

Service counters are at a wheelchair-accessible height

BATHROOM ACCESSIBILITY

Bathrooms are wheelchair-accessible: No stairs to enter and wide stall(s)

COMMUNICATION

WEBSITES

Websites are age-friendly and easy to use

COMMUNICATION

Anything written is easy to read and translated into relevant languages.

AD DEPICTIONS

Older adults are positively depicted in marketing materials

ADS

Ads are placed in media used by older adults

CUSTOMER SERVICE

PHONES

Business is easily accessible by telephone (live person answers)

DISCOUNTS

Discounts are available to older adults

TRANSPORTATION

Transportation is available to and from business

EMPLOYEE POLICIES

Policies are established for employees who are caregivers or older adults

TRAINED STAFF (DF)

Staff member is trained on dementia-related matters

DELIVERY

Delivery services are available and advertised (orders can be made over phone or in person)

