

# AGE-AND DEMENTIA-FRIENDLY BUSINESS CHECKLIST



(Please complete with business ambassador)

To be certified, business owner or manager must:

- ☐ Complete “Communicating with Older Adults” training created by the City of Boston’s Age Strong Commission.

In addition, please check off any combination of **twelve** features, below. Five must also be dementia-friendly (designated by "DF").

## OUTSIDE ENVIRONMENT

☐ **SIGNS**

Business signage is large and clear.

☐ **WALKWAYS**

Walkways are free of obstruction.

☐ **PICK/UP DROP OFF**

Designated ride drop off & pick up.

☐ **PROTECTION FROM WEATHER**

Awning/overhang outside business entrance.

☐ **TREES**

Trees or plantings surround the business.

☐ **PARKING**

If ample parking lot, designate some parking spaces for community use (particularly during off hours).

## BUILDING AND ATMOSPHERE

☐ **STAIRS**

The primary entrance or path through the business does not include stairs. If an alternate accessible path is necessary, it is marked.

☐ **LIGHTING (DF)**

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

☐ **AISLES (DF)**

The space has wide, clear, and accessible aisles.

☐ **OBJECT PLACEMENT**

Products are shelved or placed at a visible and reachable height.

☐ **NOISE LEVEL (DF)**

Background music and ambient noise are quiet or non-existent.

☐ **FLOORS**

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

☐ **DEMENTIA SEATING (DF)**

Avoid seating people with dementia near windows and mirrors with glare.

☐ **BATHROOMS**

Bathrooms are open and available to the public. Wheelchair accessible. Caregiver accessible, if there is room.

☐ **DOORS**

Doors are easy to open.

☐ **COLOR CONTRAST (DF)**

Bathrooms have installed color contrast toilet seats and handrails.

☐ **QUIET SEATING AREA (DF)**

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

☐ **SERVICE COUNTERS**

Service counters are at a wheelchair-accessible height.

☐ **SIGNAGE**

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

☐ **GLASS DOORS (DF)**

Glass doors must be clearly marked.

☐ **RESTING AREAS**

Resting areas are available near entrances to buildings & inside.

☐ **HANDRAILS**

Handrails/cane holders are installed where needed

☐ **ELEVATORS/ RAMPS**

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

☐ **FURNISHINGS (DF)**

Colors of furnishings contrast with walls for easy visibility.

☐ **LARGE BATHROOMS (DF)**

Bathrooms are large enough to be accessible to caregivers.

☐ **SYMBOLS (DF)**

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

## COMMUNICATION

### ☐ WEBSITES

Websites are simple, clear and easy to use.

### ☐ AD DEPICTIONS

Older adults are positively depicted in marketing materials.

### ☐ ADS

Ads are placed in media used by older adults.

### ☐ MULTILINGUAL STAFF

One or more staff speak the main languages in the neighborhood.

### ☐ COMMUNICATION

Written materials are easy to read, large font (12 point or more), high contrast and translated into relevant languages.

### ☐ PUBLIC FACING TELEVISIONS

TVs have caption feature enabled.

### ☐ ONLINE AND PRINT OPTIONS

Provide print options in addition to digital.

### ☐ FONTS & LANGUAGE (DF)

Universal symbols and icons used.

## CUSTOMER SERVICE

### ☐ PHONES

Business is easily accessible by telephone (live person answers).

### ☐ DISCOUNTS

Discounts are available to older adults.

### ☐ EMPLOYEE POLICIES

Age-Friendly policies established for employees who are caregivers or older adults.

### ☐ ONLINE AND PRINT OPTIONS

Provide print options in addition to digital.

### ☐ DELIVERY

Online or by phone.

### ☐ TRANSPORTATION

Transportation is available to and from business.

### ☐ DIETARY ACCOMMODATIONS

Restaurants able to modify menu for patrons with diabetes and high blood pressure, etc.

### ☐ ASSISTANCE

Loading or unloading.

# ADDITIONAL AGE-AND- DEMENTIA-FRIENDLY TIPS:

- Keep windows clear of signs; place limited items in windows
- Display resource flyers for organizations serving older adults and people with dementia

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