

Self Assessment Form

Complete this form to assess how age-friendly your business is and to help expand your customer base.

Any business can use the self assessment form at any time to identify its current strengths and opportunities for becoming a more age-friendly business.

Use this rating system for the items below to assess your business.

- 1 = Needs Work
- 2 = Fair
- 3 = Good
- 4 = Excellent
- N/A = Not Applicable

SECTION 1

Accessibility, Mobility, and Safety

Outside Your Business:

- Designated accessible and seniors' parking spaces
- Parking lot surface is smooth, without major cracks and bumps
- Customer pick-up and drop off areas are convenient and clearly marked
- Pathways and parking lots are well marked, clear of obstructions and have sufficient lighting
- Entrance door ramps are in place for elevation changes
- Entrance doors have automatic open access buttons
- Designated area near entrance for customers to park scooters
- Doorways are sufficiently wide for wheelchairs and for people walking beside a wheelchair

Inside Your Business:

- Sturdy, regular height seating is available in line-up or waiting areas
- Designated wheelchair accessible area
- Stairways have sturdy handrails and stair edges are clearly marked
- Flooring is non-slip and floor mats are well secured
- Aisles are sufficiently wide for wheelchairs, and for people walking beside a wheelchair
- Service counters have a place to hook a cane so that it does not fall
- Popular items are shelved at medium height
- Obstacles, such as wet floors, are clearly marked
- Customer washrooms are clearly signed and contain at least one wheelchair toilet cubicle and hand washing area

SECTION 2

Comfort, Visibility and Hearing

- Temperature is maintained at comfortable levels
- Sufficient lighting
- Signage contains large, easy to read letters with good contrast
- Print materials (i.e. menus, packages, price tags, etc.) contain readable letter sizes
- Background music volume is low so customers can hear clearly
- Designated quiet area/space for private discussions (i.e. medications, financial, family, etc.)

SECTION 3

Customer Service

- Friendly and patient staff
- Staff trained to assist customers with cognitive, vision, or hearing challenges
- Staff trained to identify a person experiencing a medical emergency and to notify authorities
- Staff trained to assist seniors, disabled persons, etc. in an emergency (i.e. evacuation)
- Handle errors and issues promptly and courteously
- Website is easy to navigate
- Online or phone-in ordering and delivery service is available
- Carry out service to assist customers with their purchases to vehicle, taxi, bus, etc.
- Illustrations of seniors, disabled persons, etc. is included on some of your promotional material

Section 1 Total score

Section 2 Total score

Section 3 Total score

Total Score

Number of items that applied to your business

AVERAGE SCORE

(Total Score ÷ Number of items that applied to your business)

Note: A minimum average score of 2.5 is required to be recognized as an Age-friendly Business.