

# 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 AND 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 ITEMS(DF)**

Bathrooms have installed color contrast toilet seats and handrails

**FURNISHINGS(DF)**

Colors of furnishings contrast with walls for easy visibility

**OBJECT PLACEMENT**

Products are shelved or placed at a visible and reachable height

**AISLES (DF)**

The space has wide, clear, and accessible aisles

**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)

