

Safety

- Few stairs, sturdy railings, and non-slip surfaces (tripping hazards or shiny surfaces could lead to falls).
- Wider aisles and uncluttered pathways to better accommodate walkers and wheelchairs.
- Easily opened or automatic doors that provide more accessibility.



Comfort

A place to sit while waiting, and a place to put packages down.

- Chairs that are sturdy and stable, with arms for people who need push themselves up, and that are not too low or too soft.
- An easily accessible customer washroom.

Examples:

- Signage has good contrast, and wording is easy to follow -including website and phone service.
- Telephone answering services are not automated or do not require pressing a lot of numbers before customers can connect with a “live” person.
 - The service desk is clearly visible so people can ask for help.
 - There is no background music and machine noise, which can be distracting and uncomfortable.



Did you know the City of Sarnia has some great supports and resources. Please visit the following link:
<https://www.sarnia.ca/accessibility-landing-page/>.

Respect

Older adults are not treated impatiently or dismissively.

- Staff are sensitized to avoid condescending behaviours (e.g., speaking too loudly, speaking too familiarly- as in calling someone “dear”, or showing visible impatience).
- Staff know how to address people’s needs without stereotyping or drawing conclusions about people based on their age or other characteristics.



Can staff offer a place for client to be seated while getting service? Is there access to translation services?

- Staff are rewarded for being respectful.
- Staff respond to errors and complaints promptly and courteously.

- Staff are trained to handle incidents like a fall or an outburst while preserving the customer's dignity.
- Staff know how to recognize signs that a person needs help or is being physically or financially abused.



Staff know how to recognize signs that a person needs help, or is being physically or financially abused Sarnia Lambton Elder Abuse Awareness Network, <https://www.sleaan.com/-519-845-1353> ext 801.