

## AGE-FRIENDLY MAPLE GROVE: BUSINESS AUDIT

NAME OF BUSINESS *(and approximate location if there is more than one in the city):*

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NAME OF AUDITOR:

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AUDITOR'S PHONE/ EMAIL *(if needed for questions):*

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DATE/TIME OF AUDIT:

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<b>PARKING</b>			
YES	NOT SURE	N/A	
			Parking lots are cleared and well-maintained
			Parking is located nearby for easy access
			Parking is well lit
			Handicapped parking is close to entrance/exit
			Drop-off/pick-up area is available
			Courtesy parking for older adults is available
<i>Comments:</i>			

## SIDEWALKS

YES	NOT SURE	N/A	
			Sidewalks are well-lit
			Sidewalk access from parking area is level or has a curb cut
			Sloped entry ramps are non-slip
			Sidewalks are well maintained (No tripping hazards, free of debris)
<i>Comments:</i>			

## THE BUILDING ITSELF

### *Entrances*

YES	NOT SURE	N/A	
			Entrance is well lit
			There is at least one step-free entrance
			Entrances are free of clutter and easy to move through
			Doors are easy to open (Not too heavy or awkward; think of someone with limited strength.)
			There are automatic doors or doors can be opened with accessible buttons (and doors stay open long enough for someone in a wheelchair or in a walker to pass easily).
			There is a no-trip (low profile) threshold
<i>Comments:</i>			

THE BUILDING ITSELF			
<i>The Building</i>			
YES	NOT SURE	N/A	
			Doors have lever-style handles (or bars)
			People with walkers/wheelchairs can easily navigate
			Business is well-lit
			There is a public bathroom on the main level
			Bathrooms are accessible (large stalls, grab bars, comfort-height toilet, accessible hand washing & drying)
			Business flooring is non-slip and non-shiny
			There is seating to rest or wait for services
			Elevators and ramps are available
			Stairways are well lit and have hand rails on both sides
			Stair edges are marked and/or carpeting is secure and in good condition
			Obstacles or hazards are clearly marked (step up, automatic door, wet floor, etc.)
			At least one counter is accessible to wheelchairs
			Most-popular items are stocked at medium height
			At least one service counter and/or table(s) is accessible to wheelchairs
			Service counters have a place to hook a cane (so it doesn't fall)
			Background music is absent or low in volume
			Availability of quiet areas/tables/ time to allow for conversation with minimum background noise.
<i>Comments:</i>			

**INFORMATION**

YES	NOT SURE	N/A	
			Signs are easy to read, outside and inside
			Signage has legible fonts and good contrast
			Print communication uses simple, familiar words
			Older adults are visible in advertising and are shown positively without stereotyping
			Printed materials (e.g., receipts) have readable font sizes
			Website for business is easy to navigate.
			Sound systems for announcements are clear, distortion-free, and not over-used
			Telephone answering services give instruction clearly and tell callers how to repeat the message at any time
<i>Comments:</i>			

**CUSTOMER SERVICES**

YES	NOT SURE	N/A	
			Delivery services are available
			Products and services for smaller household, smaller incomes and smaller appetites are available.
			Employees communicate in a friendly way ( <i>courteous, helpful, clear</i> )
			Assistance from staff is easily available when needed
<i>Comments:</i>			

Thank you for completing this audit! Your efforts will help make Maple Grove a more livable community for older residents. Questions? Call 763-494-6514.