



Becoming Age-Friendly: Business Checklist

Southern NH Planning Commission

DRAFT

A Design and Atmosphere		Yes	N/A	No
A1	Provide flat entry with easy-to-open or automatic doors	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A2	Wide aisles throughout, clear of obstructions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A3	Have an easily accessible, universally-designed restroom useable to all customers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A4	Have a place where customers can sit and rest	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A5	Provide adequate lighting at entrance/exit(s) and on product(s) displays	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A6	Provide elevator/escalator to reach multiple levels (where applicable)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A7	Provide mobility assistance such as non-slip surfaces, sturdy railings on clearly marked inclines and stairs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A8	Availability of free Wifi	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A9	Wayfinding signage is visible and in multiple languages	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A10	Maintain business exterior and sidewalks free of holes, dirt, snow, debris, etc.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A11		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A12	Provide sound system for public announcements	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A13	Have a clearly marked AED defibrillator	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Subtotal				
B Customer Service		Yes	N/A	No
B1	Provide respectful customer service in person and on the phone to people of all ages and abilities, greeters and available assistance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B2	Provide trained staff for customers with functional needs and physical challenges	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B3	Provide accommodations for hearing/speech/sight impaired customers (flip writer AAC, braille menus, hearing loop system and signage etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B4	Promote/support transportation options to and from the business	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B5	Have bike storage outside the business	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B6	Offer accommodations to customers with dietary restrictions (i.e. gluten free, vegan, allergies etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B7	Offer a children's menu/senior menu	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Subtotal				
C Products and Services		Yes	N/A	No
C1	Provides options for selling products/services, such as delivery, online, or pick-up	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C2	Use large, clear fonts (12 point+) for signage, printed materials, and websites.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C3	Provide easy-to-find contact information online	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C4	Offer consumer education and training (i.e. 'How To' guidance, evolving tech.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C5	Offer discount programs for older adults as well as students	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C6	Accepts payment by cash, credit, and NFC (i.e. Apple Pay, Samsung Pay)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Subtotal				
D Environmental Sustainability		Yes	N/A	No
D1	Locally sources goods and/or services for sale (i.e. within 200 miles)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
D2	Eliminate/reduce plastic usage (bags, straws, disposable tableware, containers etc.) Provide reusable or compostable alternatives	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
D3	Eliminate bottled water; provides hydration station(s), filtered water, or 'bubbler'	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
D4	Encourage recycling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
D5	Utilize solar array or other sustainable energy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
D6	Encourage softcopy display/useage, discourage excessive printing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Subtotal				
E Employee Benefits		Yes	N/A	No
E1	Provide flexible schedules for staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
E2	Offer employment internships, job sharing, other avenues for career development	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
E3	Offer employment training on working with customers of all ages	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
E4	Provide shower/locker facilities for staff who bike, jog, or walk to work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
E5	Provide transportation alternatives including carpooling, transit subsidy, other	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
E6	Provide daycare for children/seniors	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
E7	Offer to cover relocation expenses for new hire employees	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Subtotal				
Total:				