

Tompkins County

Age-Friendly Businesses

Audit Tool

(HEALTHCARE VERSION)



Managed by: Office for the Aging Tompkins County	(607) 274-5482 214 W State St, Ithaca, NY 14850
--	---

Overview

As Tompkins County's population grows and diversifies, it's essential for local businesses to serve residents of all ages. To support this, we developed the Age-Friendly Business Audit Tool—a resource that helps businesses evaluate and improve their age-friendliness, with a focus on older adults.

The tool assesses key areas such as physical accessibility, communication, staff training, and service delivery. By identifying barriers and opportunities, businesses can enhance the experience for older customers.

We invite all Tompkins County businesses to use the Audit Tool to foster a more inclusive, welcoming environment—building a community that is vibrant, diverse, and age-friendly for generations to come.

Contents

- Introduction of the Tool
 - Overview
 - Application Process
 - Submission Methods
- Age-Friendly Business Audit Tool
 - Self-Evaluation Instructions
 - Part 01
 - Part 02
 - Part 03
 - Part 04

Application Process

01

Learn about the Certification

Utilize the provided materials to familiarize yourself with the concept and value of age-friendly businesses, as well as the evaluation criteria and process.

02

Conduct the Self-Assessment

Complete a self-assessment using the provided audit tool on pages 7-16.

03

Submit an Application

Submit your completed self-assessment along with supporting documentation to our certification team for review.

04

External Evaluation

Our team of experts will conduct an external evaluation to validate your self-assessment results, ensuring compliance with age-friendly business standards.

05

Integrate Feedback

Based on the external evaluation, make necessary changes or improvements if applicable.

06

Certification Awarded

Upon successful completion of the evaluation process and meeting the age-friendly business criteria, your business will be awarded the age-friendly business certification.

07

Continuous Commitment

We encourage businesses to use this assessment to identify areas for improvement and continue to work towards creating a more age-friendly community.

Submission Method

Mail submission

1. Print and complete the audit tool (pages 6-16)
2. Mail the completed checklist as a physical copy

*Mailing Address:
Office for the Aging
214 W State St, Ithaca,
NY 14850 (607) 274 5482*

E-mail submission

1. Send the completed checklist as a digital file
2. Include additional files if needed

Online submission

***Coming soon**

1. Use the provided link above to complete the application online
2. Incorporate images or other types of media to demonstrate compliance with the requirements

Audit Tool and Self-Evaluation

01. Fill out the business information:

Provide the necessary details about your business, including name, address, contact information, and other relevant data.

02. Identify the business type:

Select the category that best describes your business, such as retail, service, manufacturing, etc.

03. Assess compliance with requirements:

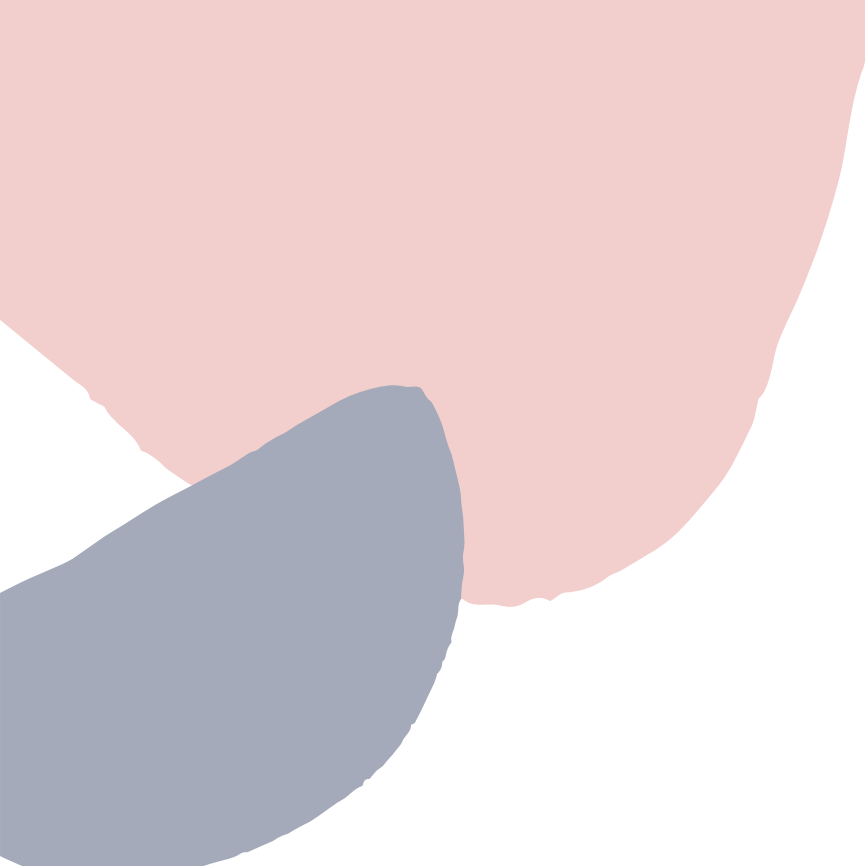
Review each category and check the box if your business meets the specified requirement.

04. Count the checked boxes:

Ensure that you have a minimum of 2 checks in each category and a minimum total of 25 checks.

05. Provide supplementary information for external evaluation:

Compile any additional information that may be useful for external evaluators, such as website links, floor plans, photographs of the business environment, and other relevant materials.



Part 01.

Business Information

What is the name of your business?

Please provide the address of your business, including street, city, state, and zip code:

Please provide a contact phone number and email address for your business:

Please select the category that best describes your business:

- ☐ Retail stores
- ☐ Restaurants
- ☐ Medical offices
- ☐ Banks
- ☐ Hotels
- ☐ Fitness centers
- ☐ Grocery stores
- ☐ Pharmacies
- ☐ Entertainment venues
- ☐ Service providers
- ☐ Virtual-only businesses
- ☐ Other: _____

Part 02.

Self-evaluation

*Remember, you must have a minimum of 2 checks in each category and a minimum total of 25 checks.

Physical Environment

- ☐ A wheelchair accessible entrance.
- ☐ Drop-off/pick-up area available for customers.
- ☐ Low curbs for easy sidewalk access.
- ☐ Sidewalks, hallways, and stairways are clear from obstructions.
- ☐ If business or organization has aisles, the aisles should be at least three (3) feet wide.
- ☐ Doors are automatic or staff are available to help individuals entering and exiting the building.
- ☐ A resting or waiting area with available seating.
- ☐ Chairs that can be easily moved to where individuals may need to sit.
- ☐ A wheelchair-accessible restroom
- ☐ Adequate exterior lighting if open after dark.
- ☐ Flooring that is non-slip and easily navigable for individuals with mobility aids, such as walkers or wheelchairs.
- ☐ Business is near public transportation (< 10 minutes walking)

Notes:

Total checks:_____

Part 02.

Self-evaluation

*Remember, you must have a minimum of 2 checks in each category and a minimum total of 25 checks.

Sound

- ☐ If music is played, there are music-free hours that will not interfere with older adults' ability to carry on conversations.
- ☐ If the business or organization has a PA system, announcements for customers are spoken slowly enough to be easily understood.
- ☐ No loud music or harsh acoustics (> 70 dB)
- ☐ Quiet areas in your business or organization, such as specific tables that can be reserved.
- ☐ Carpets or rugs, hanging tapestries, upholstered furniture, or soundboard walls or partitions that help absorb noise.
- ☐ If you take on a construction project, you will strive to use sound-absorption and reduction measures.
- ☐ Heavy walls and thick windows that keep traffic and outside noise to a minimum.
- ☐ Keeping doors closed to noisier spaces.
- ☐ Assisted listening devices or hearing loop systems available for individuals with hearing impairments.

Notes:

Total checks:_____

Part 02.

Self-evaluation

*Remember, you must have a minimum of 2 checks in each category and a minimum total of 25 checks.

Customer Service and Preparedness

- ☐ Assistance is available for reaching or accessing items.
- ☐ Employees will offer to assist anyone who appears to be struggling with written material by reading materials aloud.
- ☐ Audio recordings or Braille in offices, room numbers, departments labels, building directories, elevator call buttons, and the panels by elevator doors.
- ☐ Employees are trained in first aid response in case of a medical emergency.
- ☐ Employees are trained to identify someone who may be being physically or financially abused, with contact info for organizations that can help these individuals.
- ☐ Delivery options for homebound individuals and pick-up options for individuals who have difficulty navigating the business are available.
- ☐ Accommodations are made for children, such as high chairs and booster seats in restaurants; changing tables in restrooms; and/or books and toys.
- ☐ Service animals welcome
- ☐ Staff are clearly identifiable to customers; e.g., wearing name tags or staff uniforms

Notes:

Total checks:_____

Part 02.

Self-evaluation

*Remember, you must have a minimum of 2 checks in each category and a minimum total of 25 checks.

Verbal Communication

- ☐ Employees speak in a clear and respectful voice, without overly exaggerating tones, simplifying words, or speaking too loudly to help an older adult hear.
- ☐ Private conversations ensured when necessary.
- ☐ Employee awareness to repeat himself or herself if necessary; an older adult may wish for a question to be repeated, but may be too embarrassed to ask.
- ☐ Employee awareness to get an older adult's attention before speaking.
- ☐ Employee awareness to lower the pitch of his or her voice when speaking to someone who has difficulty hearing, and to be conscious with words containing "F, S, K and SH" sounds

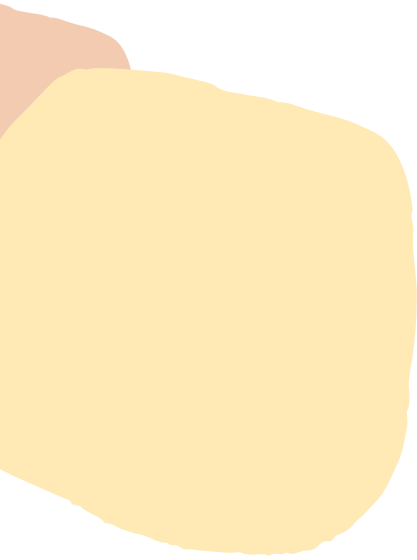
Notes:

Total checks:_____

Part 02.

Self-evaluation

*Remember, you must have a minimum of 2 checks in each category and a minimum total of 25 checks.



Notes:

Visibility

- ☐ Use large, clear subtitles for videos and other multimedia materials
- ☐ Offer both verbal and written instructions and materials available (upon request)
- ☐ Provision of a well-lit environment without glare, shades on windows, and indirect/filtered lighting
- ☐ Provision of task lights over areas where reading or other visually-demanding activities are expected
- ☐ Ensure high contrast colors and large print text is used in all materials, including signage, menus, and informational pamphlets
- ☐ Provision of a map of the space, easily visible or upon request

Total checks: _____

Part 02.

Self-evaluation

*Remember, you must have a minimum of 2 checks in each category and a minimum total of 25 checks.

Marketing Design and Web Presence

- ☐ Offer services and products of interest to older adults, including senior discounts
- ☐ Package products in a variety of sizes
- ☐ Devote certain hours/days to serving older adults
- ☐ Advertise via word of mouth and bulletin boards
- ☐ Promote activities and events for older adults
- ☐ Offer a phone number which connects callers with a human, not a machine
- ☐ Ensure any videos used are not too long, so they load faster on older computer
- ☐ Provision of easy-to-find instructions for web users who are less technologically savvy
- ☐ Include an easy text resize option on the website
- ☐ Ensure fonts are easy-to-read, such as Verdana, Helvetica, or Georgia, with 1.5 line spacing
- ☐ Ensure designs are simple and avoid patterned backgrounds

Notes:

Total checks: _____

Part 02.

Self-evaluation

*Remember, you must have a minimum of 2 checks in each category and a minimum total of 25 checks.

Gender

- ☐ Access to a safe and accesible space for chestfeeding
- ☐ Access to a clean space to change diapers
- ☐ Access to a physically accessible washroom for employees and customers
- ☐ Provision of free menstrual products in all restrooms
- ☐ Provision of free Wi-Fi
- ☐ Located within 2 city blocks of a public transportation stop
- ☐ Promote gender equity in advertising materials
- ☐ Staff trained in sexual harassmment and violence prevention techniques

Notes:

Total checks:_____

Part 02.

Self-evaluation

*Remember, you must have a minimum of 2 checks in each category and a minimum total of 25 checks.

Healthcare-Specific

This section only applies to healthcare spaces. Please skip if your business is NOT a hospital, clinic, medical office, etc. This section includes criteria based on guidelines from the IHI 4Ms Age-Friendly Health Systems framework and World Health Organization Age-Friendly Primary Care initiative for conducting patient consultation appointments.

- ☐ Waiting room includes clear walkways, stable furniture, good lighting, and simple, nature-related artwork and decor
- ☐ Ask patients and their caregivers about their health outcome goals and care preferences and document the conversation
- ☐ Include patient screening questionnaires on health-related social needs, depression, dementia, and mobility as part of the appointment
- ☐ Refer patients to relevant resources and community partners based on their expressed health and social needs
- ☐ Review use of high-risk medications and document and communicate any changes to reduce the usage if possible
- ☐ Confirm with patient and their caregivers to ensure they understand and agree with the proposed care plan
- ☐ Ensure standardized and equitable collection of health data in record keeping systems to identify patterns in patient populations

Notes:

Total checks: _____

Part 02.

Self-evaluation

*Remember, you must have a minimum of 2 checks in each category and a minimum total of 25 checks.

Older Employees

- ☐ Hired employees over 65 years of age in last 5 years
- ☐ Offer flexible work schedules, including part time and adjustable hours to accomadate personal and health needs
- ☐ Provision of ergonomic workspaces, such as standing desks and adjustable seating
- ☐ Provision of skill development, re-training, and mentorship opportunities
- ☐ Promote age-related inclusion in policies regarding hiring, promotion, benefits, and compensation
- ☐ Provision of retirement planning resources, such as access to financial planners and information regarding pension plans
- ☐ Established recognition and retention programs which celebrate older employees contributions
- ☐ Provision of physically accessible workspaces for employees, not only customers

Notes:

Total checks:_____

Part 03.

Evaluation & Future Planning

Thank you for finishing the checklist! As you move forward in becoming an Age-Friendly Business, we'd like to gather your insights on future plans and strategies. In this section, we want to better understand your approach in creating a more age-friendly environment.

Evaluation Summary

How many total checks do you have? (Please count the checks from all audit sections. Minimum of 25 checks total.): _____

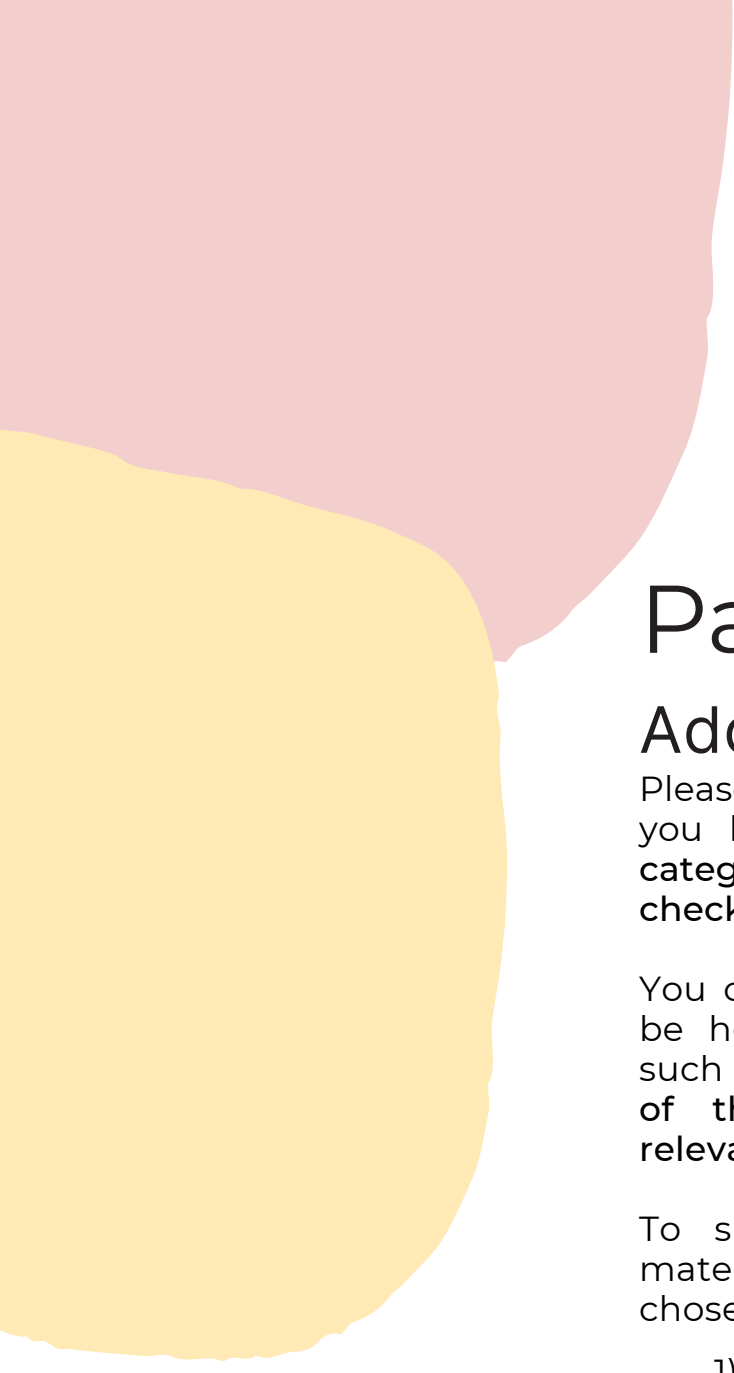
Do you have a minimum of 2 checks in each section? ☐

Future Planning

What is one new strategy you will implement over the next year to make your business more age-friendly?

How will you achieve this? Who will assist?

Please describe how your specific business type can benefit from implementing age-friendly strategies and practices.



Part 04.

Additional Materials

Please review your answers and make sure that you have a minimum of 2 checks in each category and a minimum grand total of 25 checks.

You can submit additional materials that may be helpful for your age-friendly certification, such as website links, floor plans, photographs of the business environment, and other relevant materials.

To submit the audit form and additional materials, you have three options based on your chosen application method:

- 1) Mailing - Include printed files of your additional materials with the printed audit form.
- 2) Email - Attach your additional materials to the email along with the audit form.
- 3) Online Submission - Upload your additional materials through the online portal section after completing the audit form.

Thank you for taking the time to complete the self-evaluation process. We look forward to reviewing your application!

Acknowledgements

Compile any additional information that may be useful for external evaluators, such as website links, floor plans, photographs of the business environment, and other relevant materials.

Provide the necessary details about your business, including name, address, contact information, and other relevant data.

Provide the necessary details about your business, including name, address, contact information, and other relevant data.

2024-2025

Della Alderson, Emma Chase, Rachel Chiang, Jiayi Guo

2023-2024

Madeline Lei

04. Count the checked boxes:

Ensure that you have a minimum of 2 checks in each category and a minimum total of 25 checks.

05. Provide supplementary information for external evaluation: