

Getting Information About Your Business

Information

- ☐ Customers can easily find information about your business
- ☐ Print and spoken communication uses simple, familiar words in short, straightforward sentences
- ☐ Patrons have a choice of services and products to suit a variation of needs
- ☐ Seniors and children are visible in advertising and are depicted positively and without stereotyping

Technology

- ☐ Telephone answering services give instructions slowly and clearly and tell callers how to repeat the phone message at any time

Customer Services

- ☐ Transportation is available for seniors to get to the business (e.g. shuttle bus)
- ☐ Delivery or Escort Shopping Services

Staff Awareness

- ☐ All Ages are treated respectfully by staff including:
 - Addressed with appropriate titles
 - Needs are accommodated
 - Relevant, clear information is provided
- ☐ Staff are courteous and helpful



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The Age-Friendly Pinawa advisory Committee, Pinawa Chamber of Commerce, and Pinawa CDC will be recognizing age-friendly features of businesses throughout the L.G.D. of Pinawa.



Age-Friendly Pinawa

Guidelines For Businesses To Become More Age-Friendly



AGE-FRIENDLY FEATURES

Are YOU wondering what Age-Friendly community means?

An Age-Friendly community supports people of all ages including young families, families supporting older people, and older people. An Age-Friendly community allows all its residents to age safely, enjoy good health, and to continue to participate fully in their community.

Why the emphasis on Age-Friendly Communities?

It takes a whole community to provide services and supports in order to have barrier free buildings, streets, and public access that enhance the mobility and independence of people and to include those with disabilities.

Age-Friendly Manitoba awarded Pinawa with a Milestone Recognition Award in 2012. The World Health Organization has also recognized Pinawa by placing us on a global Age Friendly City list.

Pinawa Age Friendly has been busy since the Community Consultations in 2008 by rounding out its unique Committee of Council and moving toward an age friendlier Pinawa.

We have a myriad of successes to make Pinawa a better place for those 8 to 80. Some of those are:

- ❖ Safer routes to school
- ❖ Friendly walking/cycle paths
- ❖ Signage for accessible entrances
- ❖ Grocery/deli/pharmacy delivery
- ❖ Affordable transportation
- ❖ Congregate meals
- ❖ Easier access to public buildings
- ❖ Affordable Housing
- ❖ Helping businesses become age friendly
- ❖ Amazing Adult/student PenPal program

Our hardworking, dedicated team is finding creative solutions to problems that seemed unsolvable. We have found many unique partnerships and tapped many different sources of funding and assistance. Along with a willing Council we hope to achieve much more and be a model for other communities to follow.

The following checklist is simply a guide to provoke thought and consideration about age-friendly features from a business point of view.

Getting To Your Business Sidewalks, Entrances

- ☐ Are well maintained, accessible and free from obstructions
- ☐ Have wheelchair sloped entry ramps that are non slip
- ☐ Are well lit and signs are easy to read
- ☐ There is prompt snow removal and care is taken to guard against ice build up

Parking

- ☐ Parking lots are clear of snow and kept ice free to prevent falling
- ☐ Available parking is well maintained and located nearby
- ☐ Drop off and pickup areas available and conveniently located, obstruction free and clearly marked
- ☐ There are sufficient handicap accessible parking spots

Getting Into Your Business Buildings

- ☐ Entrance doors are easy to open for all ages and people with walkers or wheelchairs
- ☐ There are automatic doors with buttons and timed to stay open properly
- ☐ Flooring is non-slip
- ☐ Wheelchairs are able to navigate aisles and spaces in your business
- ☐ There are no or as few stairs as possible inside or outside or there are elevators and ramps available
- ☐ Washrooms are on the main floor and can accommodate wheelchairs
- ☐ Stairs are safe and have railings
- ☐ There is sufficient seating

Employees in Your Business

- ☐ Seniors and Youth are equally encouraged to seek employment. When using newer technologies staff are provided with appropriate training