

Age-Friendly Business Checklist

The City of Vaughan is taking steps to create a more age-friendly community, where all residents can be active and engaged members of society at every stage of life.

As the senior population across Canadian communities continues to increase, it is more important than ever to support the health and well-being of older adults. The city of Vaughan is a growing municipality, expected to reach a population of approximately **500,000 by 2041**. It is projected that older adults (55 years and older) will make up the largest portion of the population of Vaughan, representing more than **30 per cent** of the total population by 2031.

Is Your Business Age-Friendly?

As people age, they may experience changes in mobility, vision, hearing or cognition. Many of these changes overlap with disabilities. Under the [Accessibility for Ontarians with Disabilities Act, 2005](#), businesses are required to identify and remove barriers that could limit participation.

Older adults are a large and growing consumer group. Creating an age-friendly, accessible environment can help attract and retain customers while improving the experience for everyone. This checklist can help your business achieve that goal:

Reduce physical barriers to and within your space

- Provide step-free entrances and ramps where possible
- Keep pathways clear and wide enough for mobility aids
- Use non-slip flooring in entryways and high-traffic areas
- Offer benches or seating areas so people can rest if needed
- Ensure good lighting and strong contrast for those with low vision



Make printed and on-site information more readable

- Use larger fonts on signs and menus
- Provide high-contrast print materials
- Ensure information is clearly written, easy to read and logically laid out

Train staff to communicate clearly and respectfully

- Train staff to speak clearly, patiently and directly
- Don't assume what someone can or cannot do based on age; always ask how you can help
- Use respectful language

Offer multiple ways to access services

- Deliver phone support with slow, clear communication
- Ensure online services are simplified and accessible
- Accept feedback via phone, email or paper in addition to online forms

Design comfortable waiting areas

- Provide seating with back support near entrances or reception
- Ensure seats have armrests to help customers stand up easily
- Keep waiting areas clutter-free so individuals using mobility aids can move freely

Review policies through an accessibility lens

Do your policies support older adults' needs (e.g. flexible return/exchange policies for those with mobility issues)?

Do you welcome support persons or family helpers who may accompany older customers?

Are assistive devices (like magnifiers or portable seating) available upon request?

Request and act on customer feedback

Make sure your feedback system is easy to use and available in paper, verbal or online formats

Review suggestions regularly and use them to guide improvements

Integrate age-friendly practices into accessibility plans

Conduct regular assessments of your physical space and services

Set timelines for age-friendly upgrades (e.g. wider corridors, improved signage)

Track progress toward these goals



[Age-Friendly Community Action Plan](#)