



# SERVING SENIORS WELL

## A Quick Checklist

### BUILD AGE-FRIENDLY PRACTICES ACROSS YOUR ORGANIZATION

Use this checklist to help ensure your organization provides welcoming, accessible, and respectful service to older adults.

Adapted from *Age-Friendly Communication*:  
Public Health Agency of Canada

### POLICIES AND TRAINING



Do you have clear policies or guidelines for serving older clients?



Have frontline and customer service staff received training on how to serve older adults with sensitivity and respect?

### WHY IT MATTERS

- Accessible, age-friendly service benefits everyone.
- Respect and inclusion build trust and repeat visits.
- An aging population makes age-friendly service smart and essential.

Learn more at [DontCallMeDear.ca](https://DontCallMeDear.ca)

### SERVICE EXPERIENCE



Do staff allow extra time and attention for senior clients – without rushing transactions, appointments, or visits?



Is your waiting area or reception space equipped with accessible seating?

### TECHNOLOGY AND ACCESSIBILITY



Are automated services (e.g., bank machines, kiosks, check-in stations) adjustable for people of different heights?



Are buttons and lettering large enough for those with reduced vision or dexterity?



Is your physical space accessible for people using mobility aids?