



# 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](http://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?
- Do you provide accommodation for people with hearing impairments?
- Is your physical space accessible for people using mobility aids?