



Age Friendly Pledge Checklist

To encourage businesses, groups, and voluntary organisations to:

- **be welcoming and friendly** – importance of a smile of greeting, hospitality, exchange of words, be aware of challenges of communication. Be dementia aware. Offer practical help e.g. carrying shopping. Allow time for transaction. Be alert to challenges with technology/manual dexterity with small coins.
- **consider easy access for all** – ensure physical space is navigable, items within reach, clearly marked, enough light and space, room for walking aids etc. Displays helpful and easy to understand and access. Consider ease of payment methods. Where access is more difficult be mindful of how to help individuals enter your premises or display a sign on how they can request help.
- **make all spaces welcoming and safe** – facilities such as toilets, changing rooms etc. Have good lighting, helpful décor, signage that is clear, appropriate, and easy to understand.
- **promote and make available additional facilities** – offer use of toilets, seating, a 'chatty table' where individuals can join others.
- **signpost individuals to information / services and opportunities** – staff aware of resources to support older people, and make some available in your premises (A 'who can help' resource can be supplied to any business or group on request to support staff)