

A hand holding a white sign with a black border. The sign has the text 'COME IN! WE'RE OPEN' written on it. The sign is hanging from a chain. The background is a blurred image of a garden with white flowers.

COME IN!  
WE'RE OPEN

# Applying an Age-Friendly Lens to Business & Service

**Presented by...**

**The Town of Wasaga Beach**

**- & -**

**Wasaga Beach Age-Friendly  
Community Advisory Committee**

**With funding from...**





## Module 4

# Safety Inside

## In this module

**1**

Safety concerns of senior customers and clients

**2**

Recommendations on how to ensure your customers are safe while visiting your premises



## **Falls are the leading cause of injury among older Canadians.**

- 20-30% of seniors experience one or more falls each year.
- Falls cause 85% of injury-related hospitalizations of seniors and 95% of all hip fractures.
- Falls can result in chronic pain, reduced mobility, loss of independence and even death.

## Common causes of falls and tripping are:

- Wet or oily surfaces
- Spills not cleaned up
- Loose, unanchored rugs or mats
- Poor lighting
- Clutter
- Obstructed views
- Uncovered cables across walkways
- Uneven walking surfaces to include steps and thresholds
- Polished or freshly waxed floors



## **Good housekeeping, and the quality of walking surfaces (flooring), are critical for preventing falls.**

- Cleaning all spills immediately
- Marking spills and wet areas with cones and/or signage
- Mopping or sweeping debris from floors
- Removing obstacles from walkways and always keeping walkways free of clutter
- Securing mats, rugs and carpets so they lay flat
- Covering cables that cross walkways
- Keeping areas and walkways well lit, clear and easy to navigate

# Good housekeeping may seem obvious, but unclean and cluttered environments can lead to accidents for seniors that can be prevented.

## Schedule

Plan what needs to be done, who is going to do it and what the work area should look like when you are done.

## Assign Tasks

It may be easier to assign a specific person or group of workers to clean up, although everybody needs to take personal responsibility.

## Implement a Program

Establish housekeeping procedures as part of the daily routine.

# Flooring is perhaps the biggest hazard for seniors.



Highly polished wood floors, wet tile floors or uneven carpeted floors can all pose safety hazards.

Changing or modifying walking surfaces is second only to good housekeeping.

- Resurface or replace floors
- Install substantial mats over wood or tile floors





## **Walkways and aisles**

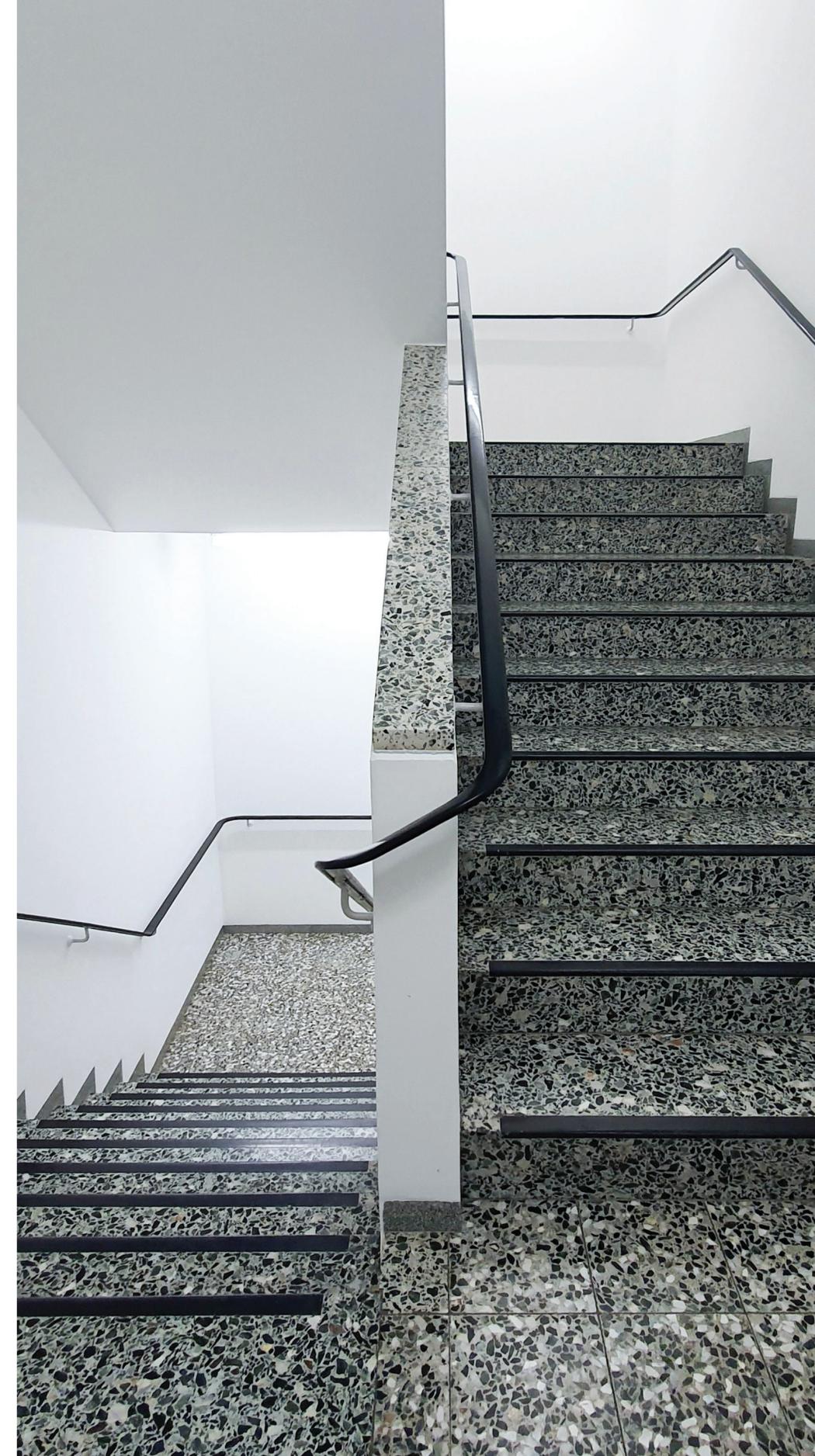
Inspect your premises before you open and periodically throughout the day.

## **Good workplace practices keeping your senior visitors in mind include:**

- Not leaving stock on the floor
- Pick up loose or fallen stock or merchandise immediately
- Close aisles while stock is being shelved or consider stocking after hours
- Schedule housekeeping inspections throughout the day
- Ensure aisles are wide enough for two walkers or wheelchairs to pass (approx. 4')
- Avoid stringing cords, or cables across walkways or in any aisle

# Stairways

As we age, vision, mobility issues or inflexibility can make stairs hard to navigate.



## Here are suggestions to make stairs safer:

- Add non-slip treads or textured strips to improve traction on each step.
- Install and check handrails for stability. There should be no movement at all if you lean on the rail. Shorter stairways need a handrail, even if there are only a couple of steps.
- With some smaller stairways or doorway thresholds, a wheelchair ramp may be the best option. Hire a professional handyman or contractor to do the job according to local permits.
- Improve lighting by installing brighter overhead lights or attach stair tread lighting to promote safe footing.



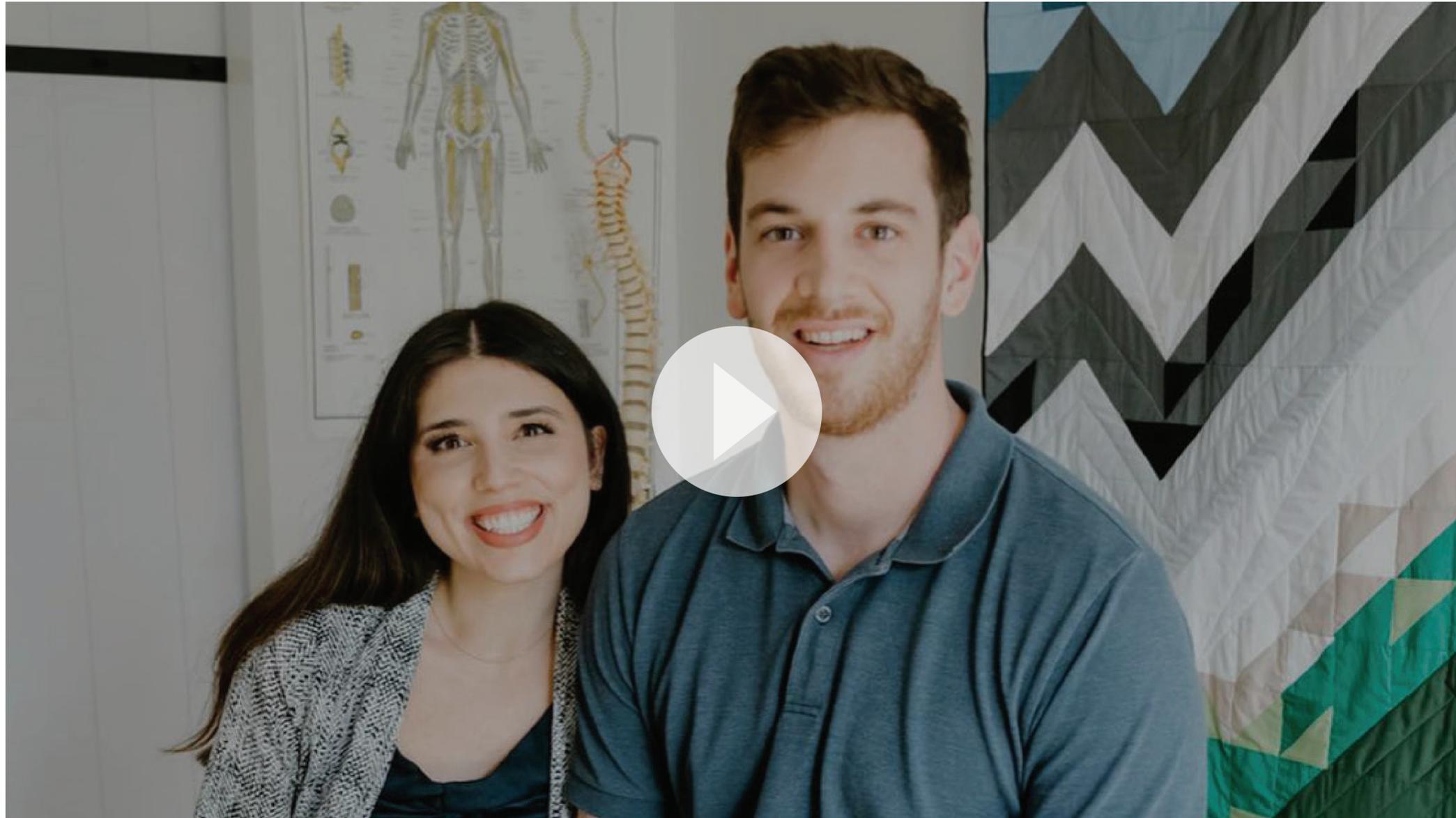
## Layout & Design

The layout and design of your location should be adequate to allow customers to safely move around. This includes social distancing space.

## The following are things to keep in mind when **evaluating your space**:

- Provide a store map near the entrance.
- Clearly mark different areas of the store with signs or directions.
- Colour of doors or door frames in hallways should contrast with the colour of the surrounding walls.
- Location of elevators and washrooms are clearly marked.
- Fire exit doors are coloured consistently throughout the building so they are easily distinguishable from other doors.
- Adjust floor plans by rearranging furniture and shelving to guide how people line up and move throughout the building to meet social distancing requirements.
- Evaluate your layout with a range of customers in mind: older adults, families with small children/strollers, differently abled individuals, etc.

# Georgian Family Chiropractic



Age-Friendly Recognized Business



## **In this module we introduced you to a number of key concepts:**

- About the value of non-slip surfaces, eliminating trip hazards, and reducing clutter.
- Maintaining a safe environment is about good housekeeping and ensuring everybody in the business or organization makes it a personal priority to keep clutter to a minimum and clean up hazards.

**Coming up next...**

# Module 5

Outdoor Safety