

Senior Friendly Business Award 2009 Nomination Form

Think about your favourite restaurant.

Are the menus in large print and easy to read?

*Are washrooms readily accessible, clearly marked,
and convenient for seniors with mobility aids?*

*Are handrails and coat hooks provided
in the washrooms?*

Are the staff kind, courteous, and helpful?



In short — is the business Senior Friendly?

***The University of Victoria's Centre on Aging invites you to
nominate a restaurant in the Capital Regional District
for the "Senior Friendly Business Award."***

The award honours businesses in the Capital Regional District that provide the most friendly, high-quality services and facilities to customers 55 years of age or over. Let the Centre know about your choice for this award.

For more details, go to:

www.coag.uvic.ca/community_business_award.htm/

or phone the Centre on Aging at 250-721-6369.

Completed forms may be faxed to: 250-721-6499.

***NOTE: Restaurants are our ONLY business focus this year.
The nomination deadline is November 30th.***

NOMINATION FORM FOR SENIOR FRIENDLY RESTAURANTS

Restaurant Name _____

Type of Restaurant Independent Chain

Address of the specific restaurant nominated _____

INSTRUCTIONS:

Circle one ranking number only for each of the questions that appear below.

Rankings: Poor = 1, Fair = 2, Good = 3, Excellent (Excell.) = 4

PARKING

	Poor	Fair	Good	Excell.
1. How accessible is the restaurant's parking?	1	2	3	4
2. How convenient and well-marked is the parking for seniors?	1	2	3	4
3. How convenient is the drop-off space for seniors at the door?	1	2	3	4
4. How convenient is it for seniors using walkers and wheelchairs to traverse from the parking area to the restaurant entrance?	1	2	3	4
5. How effectively displayed are the restaurant name and signage guides to the main entrance?	1	2	3	4
6. How accessible and free of clutter are the sidewalks leading to the entrance doors?	1	2	3	4

PHYSICAL LAYOUT

7. How clearly marked are any physical obstacles such as: "Watch Your Step, Step Up, Step Down, Caution, and Use Handrail?"	1	2	3	4
8. How clearly marked are the hours of operation?	1	2	3	4
9. How clearly displayed are the push-button door openers at the entrances and exits to assist seniors using walkers, wheelchairs and power carts (mobility aids)?	1	2	3	4
10. How clearly marked are any doors that open automatically?	1	2	3	4
11. How clearly marked are the signs directing seniors to the location where a host is assigned to assist seniors using mobility aids? This is especially important for seniors with mobility, vision and hearing problems.	1	2	3	4
12. How suitable is the space provided to sit and rest while waiting to be seated?	1	2	3	4

	Poor	Fair	Good	Excell.
13. How suitable are the aisles to provide easy access for seniors with mobility aids?	1	2	3	4
14. How safe is the flooring (non slip)?	1	2	3	4
15. How suitable are the markers to advise customers of a wet floor?	1	2	3	4
16. How effectively posted are the location of elevators and escalators?	1	2	3	4
17. How suitable is the sound level of the background music?	1	2	3	4
18. How convenient is it for seniors with mobility aids to be seated and to leave the dining table?	1	2	3	4
19. Are the washrooms conveniently located?	1	2	3	4
a) Are the washrooms spacious?	1	2	3	4
b) Are the washrooms readily accessible and well marked?	1	2	3	4
20. How well equipped and accessible are coat hooks in the washrooms?	1	2	3	4
21. How well equipped are the washrooms with accessible toiletry items?	1	2	3	4
22. How suitable is seating near the washrooms for customers waiting in line?	1	2	3	4
23. How clearly marked and convenient are the washrooms for seniors with mobility aids?	1	2	3	4
24. How convenient and well marked are the courtesy phones or pay phones?	1	2	3	4

CUSTOMER SERVICE

25. Does the restaurant have a host or a waiter near the entrance to assist seniors?	1	2	3	4
26. How kind, courteous and helpful are the staff members?	1	2	3	4
27. How visible and effective is the print size on the menu?	1	2	3	4
28. How effective is the lighting for clear visibility of the menu?	1	2	3	4
29. Does the menu account for dietary restrictions?	1	2	3	4
30. Does the menu have senior portions?	1	2	3	4
31. How effective is communication with staff members?				
a) do they face you?	1	2	3	4
b) do they speak clearly?	1	2	3	4
c) do they address you to account for possible hearing loss?	1	2	3	4
32. Is the bill dealt with in a friendly manner?	1	2	3	4

Please express your opinion on the following two questions:

What makes this restaurant outstanding and why did you choose it?

- _____
- _____
- _____

What can restaurants do to make their operation more friendly for seniors? Your comments and suggestions on this issue would be greatly appreciated. Add an additional page if you require more space.

- _____
- _____
- _____

ADDITIONAL COMMENTS:

- _____
- _____
- _____
- _____

Nominator's Name: _____

Address: _____

Phone #: _____ Email: _____

Date: _____

The deadline to submit nomination forms is November 30th, 2009.

Please mail the form to the address below or fax it to 250-721-6499.

Senior Friendly Business Awards Committee Friends of the Centre On Aging
University of Victoria, Sedgewick Bldg, Rm A104, PO Box 1700 STN CSC, Victoria BC V8W 2Y2

This award is sponsored by:

**University
of Victoria**



**Centre
on Aging**

THANK YOU FOR YOUR PARTICIPATION