

# AGE-FRIENDLY FACILITIES SURVEY

(Full version)

Facility Name and Location: \_\_\_\_\_

Date: \_\_\_\_\_

**Helpful Hints:**

- Conduct this survey as if you were a person of the public visiting the facility for the first time.
- In the interest of providing a brief, easy to use survey, the grayed out criteria has been identified as most important.
- Use the comments section after each question to identify areas of exceptional age friendliness, or to make recommendations for improvement.
- Summarize your findings in 3-5 age-friendly strengths and weaknesses on the last page of this survey.
- Don't forget to take pictures to accompany your survey results.

**1) LOCATION**

A) ACCESSIBILITY FROM PUBLIC TRANSPORTATION	Rating:						Comments:
1) Is the facility served by public transportation?	YES	NO	N/A				
2) Is there signage at the transit stop designating the facility's location?	YES	NO	N/A				
3) Is the public transit stop located near the entrance of the facility?	YES	NO	N/A				
4) Does the public transit stop have seating?	YES	NO	N/A				
5) Is the public transit stop covered?	YES	NO	N/A				
6) Is the public transit stop adequately lighted? (1 - no lighting, 5 - very good lighting)	1	2	3	4	5	N/A	

**B) PEDESTRIAN ACCESSIBILITY**

B) PEDESTRIAN ACCESSIBILITY	Rating:						Comments:
7) Is the facility adjacent to a walking or bike path?	YES	NO	N/A				
8) Is there signage at the walking or bike path designating the facility's location?	YES	NO	N/A				

**C) PROXIMITY**

C) PROXIMITY	Rating:						Comments:
9) Is the facility location easy to find? (1 - very hard to find, 5 - very easy to find)	1	2	3	4	5	N/A	
10) Are other government facilities and services near by?	YES	NO	N/A				

**2) EXTERIOR ACCESSIBILITY**

A) PARKING	Rating:						Comments:
1) Are the parking pavement surfaces well-maintained and easily traversable? (1-rough and deteriorated, 5-smooth and maintained)	1	2	3	4	5	N/A	
2) Are pedestrian crossings clearly delineated and visible? (1-no pedestrian crossing, 5-clearly visible pedestrian crossing)	1	2	3	4	5	N/A	
3) Are there dedicated disabled parking spaces near the entrance?	YES	NO	N/A				
4) Are there dedicated expectant mothers parking spaces near the entrance?	YES	NO	N/A				
5) Is the parking area adequately lighted? (1 - no lighting, 5 - very good lighting)	1	2	3	4	5	N/A	

**B) ENTRANCE**

B) ENTRANCE	Rating:						Comments:
6) Is the entrance free from steps?	YES	NO	N/A				
7) Do the steps have railings or grab bars?	YES	NO	N/A				
8) Is the entrance width adequate? (Approximately 36" or 3', accessible by wheelchair, stroller, walker, etc.)	YES	NO	N/A				
9) Are the accessible doors automatic?	YES	NO	N/A				
10) Is the entrance area free of obstructions?	YES	NO	N/A				

2) EXTERIOR ACCESSIBILITY, continued						
B) ENTRANCE		Rating:			Comments:	
11) Are there ramps or curb cuts to access the entrance?		YES	NO	N/A		
12) Does the ramp have railings or grab bars?		YES	NO	N/A		
13) Is there an unloading zone for pedestrian drop-off?		YES	NO	N/A		
14) Is there public seating available near the entrance?		YES	NO	N/A		
15) Is the exterior building signage adequately lighted? (1 - no lighting, 5 - very good lighting)	1	2	3	4	5	N/A
16) Are the walkways to the building adequately lighted? (1 - no lighting, 5 - very good lighting)	1	2	3	4	5	N/A
17) Are the building entrance doors adequately lighted? (1 - no lighting, 5 - very good lighting)	1	2	3	4	5	N/A

3) INTERIOR ACCESSIBILITY						
A) ROOMS AND CORRIDORS		Rating:			Comments:	
1) Is the floor non-slippery and well maintained? (1 - slippery and/or deteriorated, 5 - non-slippery and well maintained)	1	2	3	4	5	N/A
2) Are the corridor pathways obstruction-free?		YES	NO	N/A		
3) Are the rooms and corridors adequately lighted? (1 - no lighting, 5 - very good lighting)	1	2	3	4	5	N/A
4) Are the doorways of adequate width? (Approximately 36" or 3', accessible by wheelchair, stroller, walker, etc.)		YES	NO	N/A		
5) Are the corridors of adequate width? (Approximately 36" or 3', accessible by wheelchair, stroller, walker, etc.)		YES	NO	N/A		
6) Do the corridors have handrails or grab bars?		YES	NO	N/A		

B) STAIRCASE		Rating:			Comments:	
7) Are the steps uniform and clearly identifiable?		YES	NO	N/A		
8) Are there handrails or grab bars in the staircase?		YES	NO	N/A		
9) Are the staircases adequately lighted? (1 - no lighting, 5 - very good lighting)	1	2	3	4	5	N/A

C) ELEVATOR or LIFT		Rating:			Comments:	
10) Is the elevator/lift accessible to every floor?		YES	NO	N/A		
11) Is the elevator/lift easy to locate? (1 - very hard to find, 5 - very easy to find)	1	2	3	4	5	N/A

4) SIGNAGE & WAYFINDING						
A) SIGNAGE DESIGN		Rating:			Comments:	
1) Do the sign characters and symbols contrast with the background?		YES	NO	N/A		
2) Are the visual displays simple and easy to understand? (1 - very difficult, 5 - very easy)	1	2	3	4	5	N/A
3) Are the sign characters and backgrounds a non-glare finish?		YES	NO	N/A		
4) Are the sign characters adequately sized in height? (1 - very small, 5 - easily legible)	1	2	3	4	5	N/A
5) Is braille signage provided?		YES	NO	N/A		

4) SIGNAGE & WAYFINDING, continued						
B) PLACEMENT OF SIGNAGE					Comments:	
6) Is there a directory / facility map?	YES	NO	N/A			
7) Are all signs placed clearly in view?	YES	NO	N/A			
8) Are signs at appropriate intervals to indicate the location of key destinations?	YES	NO	N/A			
9) Is the facility layout straightforward and user-friendly? (1 - confusing to navigate, 5 - easy to navigate)	1	2	3	4	5	N/A
10) Are all hazardous/non-public areas marked or restricted?	YES	NO	N/A			
11) Are directional signs displayed at places where there is a change of direction?	YES	NO	N/A			
12) Are all of the emergency exits clearly marked?	YES	NO	N/A			

5) AMENITIES, ACCOMMODATIONS, COMFORT								
A) CUSTOMER SERVICE					Rating:		Comments:	
1) Is the reception area near the entrance and easily visible?	YES	NO	N/A					
2) Are information materials (brochures, fliers, etc.) available and visible?	YES	NO	N/A					
3) Is there a reception area or directory/information kiosk?	YES	NO	N/A					
4) Is there a customer service representative to answer questions?	YES	NO	N/A					

B) TOILETS AND RESTROOMS					Rating:		Comments:	
5) Are public restrooms available and visible?	YES	NO	N/A					
6) Are there wheelchair accessible stalls?	YES	NO	N/A					
7) Are there baby changing stations in both men's and woman's restrooms?	YES	NO	N/A					
8) Is there a family restroom?	YES	NO	N/A					
9) Are there fixtures of varying heights? (toilets, faucets, hand dryers, etc.)	YES	NO	N/A					
10) Are restroom fixtures automatic? (toilets, faucets, hand dryers, etc.)	YES	NO	N/A					
11) Is there public seating available near the restrooms?	YES	NO	N/A					

C) MISCELLANEOUS AMENITIES					Rating:		Comments:	
12) Is the amount and placement of seating adequate? (1 - no seating, 5 - abundant, well-placed seating)	1	2	3	4	5	N/A		
13) Are there accommodating seating options? (sturdy, armrests, varied heights & widths)	YES	NO	N/A					
14) Is there a public telephone?	YES	NO	N/A					
15) Are there drinking fountains provided at varying heights?	YES	NO	N/A					
16) Are there wheelchairs available upon request?	YES	NO	N/A					
17) Are there strollers available upon request?	YES	NO	N/A					

<b>GENERAL REMARKS AND SUGGESTIONS:</b>

<b>SUMMARY</b>	
<b><u>AGE-FRIENDLY STRENGTHS</u></b>	<b><u>AGE-FRIENDLY WEAKNESSES</u></b>
1)	1)
2)	2)
3)	3)
4)	4)
5)	5)
<b>Reviewer:</b> _____	