

Retail Accessibility Checklist

For your retail business, have you considered:

- Offering assistance to customers with disabilities?
- Accepting inquiries through multiple formats, such as a number that has texting capacity, your website, or company e-mail?
- Using e-mail, texting, the Canada VRS system, or instant messaging to contact Deaf clients?
- Having a straight-backed chair, without arms, for people to rest?
- Keeping a wide, clear, accessible route to a lowered service desk?
- A checkout aisle wide enough for people using mobility aids?
- Having at least one washroom that is fully accessible for people using mobility devices, marked with the international symbol?
- A debit machine with raised, tactile symbols that can extend out or tilt down for people at lower heights?
- Putting pricing labels/signs in large, colour contrasting print?
- Offering contracts, where applicable, in alternate formats, such as large print, Braille, audio file, or electronic text?
- Keeping your aisles and corridors free from obstructions, including products, displays, and shipments?
- Ensuring there is adequate space around displays for people using mobility aids to easily move through aisles and around the store?

Sources:

1. Government of Ontario, Ministry of Community and Social Services, How-to videos on accessibility, "Talk to Me - Serving Customers with Disabilities" at http://www.mcsc.gov.on.ca/en/mcsc/programs/accessibility/understanding_accessibility/howto_videos.aspx
2. Toronto Association of Business Improvement Areas, "Missed Business" Booklet at: http://toronto-bia.com/index.php?option=com_content&task=view&id=21&Itemid=71
3. Greater Toronto Hotel Association- Hospitality Checklists – Checklist section C Amenity & Recreation at: <http://www.gtha.com/GovernmentRelations/LegislativeUpdates/Accessibility/HospitalityCheckList.aspx>
4. Vision Hotels UK, from <http://www.visionhotels.co.uk/top-tips-for-helping-blind-people-in-hotels/>
5. "Recruit Ability...A handbook for success in recruitment & hiring individuals with disabilities", Persons with Disabilities Collaborative Partnership Network of Nova Scotia; and Government of Ontario, "Making buildings and spaces accessible", from http://www.mcsc.gov.on.ca/en/mcsc/programs/accessibility/understanding_accessibility/making_buildings_accessible.aspx