



**Use this checklist to assess your workplace environment and develop your action plan for making the space more dementia friendly.**

If changes are not possible right away (or outside your control), consider what you can do in the meantime – such as developing the communication skills to support people living with dementia to navigate the space.

## Lighting

Check if satisfactory or leave blank if not applicable	Notes/Improvements
<input type="checkbox"/> Inside lighting is adequate to improve visibility	
<input type="checkbox"/> Light fixtures, window coverings and lamps are positioned to avoid bright glare and dark shadows	
<input type="checkbox"/> All entrances and exits are well lit to provide a safe and welcoming atmosphere	

**Tip:** Consider offering sensory-friendly periods where the lighting is adjusted

## Sound

Check if satisfactory or leave blank if not applicable	Notes/Improvements
<input type="checkbox"/> Radio, background music or other sources of noise are minimized	
<input type="checkbox"/> Quiet areas are available to provide a less distracting atmosphere and/or hold private discussions	
<input type="checkbox"/> PA system delivers clearly audible announcements, when necessary	

- Tips:**
- Offer periods of time when background music and other sources of noise (e.g., phones, PA system) are completely turned off
  - Consider sound dampening building materials and décor (e.g., acoustic wall panels, fabric furniture, curtains, etc.)
  - Try to seat/work with people living with dementia as far as possible from the noisy areas in your space (e.g., reception, kitchen)



## Surfaces

Check if satisfactory or leave blank if not applicable	Notes/Improvements
<input type="checkbox"/> Walls are uncluttered (e.g., unnecessary signs, notices and advertising are removed)	
<input type="checkbox"/> Artwork is chosen carefully to add interest and provide landmarks and is changed infrequently	
<input type="checkbox"/> Hallways, floors and other surfaces are kept as clear as possible of furniture and other objects	
<input type="checkbox"/> Floor mats are only used where necessary for safety (e.g., entrances where floors become wet)	
<input type="checkbox"/> Carpeting, flooring and wall-coverings are plain, non-reflective and free of busy patterns	
<input type="checkbox"/> Mirrors and other highly reflective materials (e.g., polished tile, metallic wallpaper) are avoided as much as possible	
<input type="checkbox"/> Stair steps and other level changes have contrasting red, orange or yellow strips on the edges	

- Tips:**
- Where mirrors are necessary, place them where they are least likely to cause confusion/distress (i.e., don't place them at the end of a hallway or opposite a door)
  - Consider assigning a specific person/greeter to help people navigate the space



## Signage

Check if satisfactory or leave blank if not applicable	Notes/Improvements
<input type="checkbox"/> All entrances and exits are clearly marked	
<input type="checkbox"/> Landmarks and signs identify the purpose of spaces	
<input type="checkbox"/> Signs for washrooms and other important areas are large, clear and placed on the doors at eye-level	
<input type="checkbox"/> Recognizable symbols that represent the use of the space are used to make signs easier to understand	
<input type="checkbox"/> Wayfinding signs are available in stairways and on the inside of elevators	
<input type="checkbox"/> Signs indicating floor numbers are visible on the walls opposite elevator doors and in stairways	
<input type="checkbox"/> Colour is used to help identify routes and important locations (e.g., on floors, handrails, doors, trim and/or signage)	
<input type="checkbox"/> Staff are trained to watch for signs that someone may be lost so they can offer assistance	

- Tips:**
- Improve the readability of signage by using simple fonts (e.g., Arial or Calibri), bold text and capitalizing the first letter of each word. Avoid highly stylized text and symbols. Ensure signs have a matte surface and there is good contrast between the background and text
  - On double doors, place signs on both sides and both sets of doors to identify entrance and exit as well as whether to “push” or “pull”
  - Consider assigning a “greeter” with the knowledge/skills to help people navigate the space
  - Signage is even more important to help with wayfinding when the space is under construction or renovation
  - Be sure to use signage to promote your dementia-friendly spaces!

## Furniture and layout

Check if satisfactory or leave blank if not applicable	Notes/Improvements
<input type="checkbox"/> Comfortable seating areas are available for rest and waiting – especially near entrances/exits	
<input type="checkbox"/> Parking lot/pick-up zones/public transit access can be seen from waiting areas	
<input type="checkbox"/> Furniture/seating is familiar in style and easy-to-use	
<input type="checkbox"/> There is visual contrast between the edges of seating and flooring to avoid confusion and falls	
<input type="checkbox"/> Door handles are lever-style for accessibility and contrast with the colour of the doors for visibility	
<input type="checkbox"/> Large clocks (analog & digital) are available to help keep people oriented	

- Tips:**
- If furniture cannot be changed right away, be aware of how a person living with dementia might perceive it and ensure staff can draw on their communication skills to provide support
  - Choose stationary seating (without wheels) and benches/chairs with arms and back rests

## Accessible family washrooms or change rooms

Check if satisfactory or leave blank if not applicable	Notes/Improvements
<input type="checkbox"/> Accessible family washrooms/change rooms are available so a care partner can assist when needed	
<input type="checkbox"/> Colour of washroom fixtures such as handrails and toilet seats contrasts with rest of the room for visibility	
<input type="checkbox"/> Hot and cold tap handles are labelled	

- Tip:** When a family washroom is not available/not possible, support peoples' dignity by temporarily designating a regular accessible washroom as a family washroom