

Appendix 1: Facility Requirements

Accessibility	<ul style="list-style-type: none">• Evacuation plans <input type="checkbox"/>• Passageways clear <input type="checkbox"/>• Suitable flooring- no rugs due to slip hazard <input type="checkbox"/>• Lighting appropriate for physical activity <input type="checkbox"/>• No extra noise pollution in centre <input type="checkbox"/>• Appropriately ventilated <input type="checkbox"/>• Entrances are kept free of dirt, leaves, snow or other obstacles <input type="checkbox"/>• People in wheelchairs or with walking aids can easily navigate spaces in your premises or services <input type="checkbox"/>• There is a space where clients or customers can sit and rest <input type="checkbox"/>• You provide, or sign post to toilet facilities <input type="checkbox"/>• You provide adequate lighting at entrance and throughout your premises <input type="checkbox"/>• You avoid heavy doors or offer electronic doors <input type="checkbox"/>
Equipment	<ul style="list-style-type: none">• Suitable chairs available for participants (please refer to Appendix 2) <input type="checkbox"/>• Water available for participants <input type="checkbox"/>• Tea/ coffee/ biscuits provided for participants following sessions <input type="checkbox"/>• Facility staff to put out equipment needed for delivery <input type="checkbox"/>

	<ul style="list-style-type: none"> • All electrical equipment safe and checked regularly <input type="checkbox"/> • Large clear font is used in signage, with good contrast between text and background <input type="checkbox"/> • There is good contrast between signs and the surface they are mounted on <input type="checkbox"/> • Signs for toilets and exits are clear <input type="checkbox"/> • Glass doors are marked <input type="checkbox"/> • Signs are at eye level and well lit <input type="checkbox"/>
Customer care/ staff training	<ul style="list-style-type: none"> • Fire wardens <input type="checkbox"/> • First Aid person available at all times <input type="checkbox"/> • Older people are treated respectfully by staff <input type="checkbox"/> • Staff are courteous, helpful and speak clearly <input type="checkbox"/> • Staff give extra time or there is a quiet space for older people who have dementia or are anxious <input type="checkbox"/> • Staff are trained to listen and respond to the varying needs of older people- for example disability or dementia awareness training <input type="checkbox"/>
Communication	<ul style="list-style-type: none"> • Older people can easily find information about your organisation and services <input type="checkbox"/> • Printed information is clear and straightforward <input type="checkbox"/> • You moderate excessively loud music and consider use of music in your premises <input type="checkbox"/>