



10 Tips to Make Your Business More Accessible (Now)

1. **Make a good first impression.** When people approach your business, ramps and automatic doors allow customers with mobility devices (and parents with strollers) to enter easily.
2. **Clear the aisles.** Regardless of a person's abilities, having a floor space free of obstacles allows any customer to move through the store easily and eliminates tripping hazards. When people can access all areas of your business, they're more likely to have an enjoyable experience and spend more time there.
3. **It's ok to offer help.** It can sometimes feel like a catch-22 when a person with a disability comes into the store – do you ask right away if they need help, or would that be considered rude? If it's a store environment, it's totally ok for employees to approach customers and ask if they need help. Make sure you make eye contact & speak directly to the customer.
4. **Love to spend locally.** Many people with disabilities tend to be very devoted to hometown businesses, especially if they've helped support local groups. Many people living with a disability don't drive and roll to where they need to go which makes them devoted to hometown businesses even more. If you are a hometown business, making a note on your site or social media welcoming "Customers with disabilities – contact us if you need any special assistance" is a great first step.
5. **Offer flexibility at the point-of-sale.** Portable debit machines or an extendable cord give customers a more convenient way of paying, especially for individuals using wheelchairs or for those who aren't tall enough to reach a fixed debit machine.
6. **Open up to closed captioning.** Turning on closed captioning on any in-house TV sets will allow customers who are hard-of-hearing or Deaf to follow along with whatever program is on.
7. **Make Your Signage Large Enough To Be Read By Everyone:** Clean, Legible, Large Font is preferred by all of your customers, especially those with low vision disabilities.
8. **Language matters.** Use people first language when referring to someone with a disability. Refer to a person as an individual with a disability rather than a "disabled person"
9. **Arrange for sensitivity training.** Education is the best way to change attitudes and break down barriers for people with disabilities. Providing your staff with training on topics such as how to assist those with mobility devices, interact with service animals, etc, will ensure that everyone is informed on how to accommodate and include all people. There are many free resources to help you complete training.
10. **Ask & share** If you have an accessibility question or comment, reach out to the Township of Uxbridge Accessibility Committee via email at accessibility@town.uxbridge.on.ca or via telephone at 905-852-9181 x 209. We are here to help!