

## Small steps make your business more accessible and make a big difference!

### Accessibility Checklist

- All customers should be able to access the same areas.
- Are there any obstructions or tripping hazards on the sidewalk?
- Are sandwich board signs placed close to the curb to keep the pedestrian zone clear?
- Is there an accessible entrance that is not blocked by displays or signage?
- Are there accessible pathways linking key areas?
- Are pathways free of obstructions and wide enough for people using mobility devices?
- Is the flooring/walking surface slip-resistant and smooth?
- Is there an accessible washroom and accessible path of travel to it?
- Is there adequate lighting?
- Is there signage to help direct customers? Is it easy to understand?
- Is the service counter an accessible height?
- Are staff willing to help problem-solve and make all customers feel welcome?



**All customers should be able to access the same areas of the business, including product displays, the checkout counter, dining areas and washrooms.**

Many of the ideas in this brochure are small steps and actions that can make a big difference.

### Need more information?

Search "accessibility" at [cumberland.ca](http://cumberland.ca) for more information on increasing the accessibility of your business.



## A Guide to Inclusion & Accessibility for Businesses



*Inclusion • welcoming spaces • participation*

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THE VILLAGE OF  
**CUMBERLAND**

**The Village of Cumberland is a progressive community that is looking to take positive steps to become more accessible, welcoming and inclusive.**

### **Accessibility makes good business sense!**

Accessible businesses have more potential customers. One third of Cumberland's current residents are seniors or near seniors. Having an accessible business ensures that they can continue to use local shops and services. Additionally, people with disabilities and their friends and families notice which businesses and facilities are inclusive and accessible!

## **What can local businesses do?**

### **Make the entrance accessible**

Send a signal that you care! The entrance to your business is your invitation for someone to come in, and essential for accessibility. Little things like a step at the entrance to your business can be easily changed but make a big difference.

### **Make adjustments where you can**

A sturdy chair to sit and rest may be appreciated by those who cannot walk long distances.

### **Learn more**

Build knowledge and train your employees on the different ways of making people with disabilities feel welcome.

### **Consider recruiting someone with a disability**

Employing someone with a disability gives you access to a wider pool of talented individuals, who may have untapped skills and abilities.

