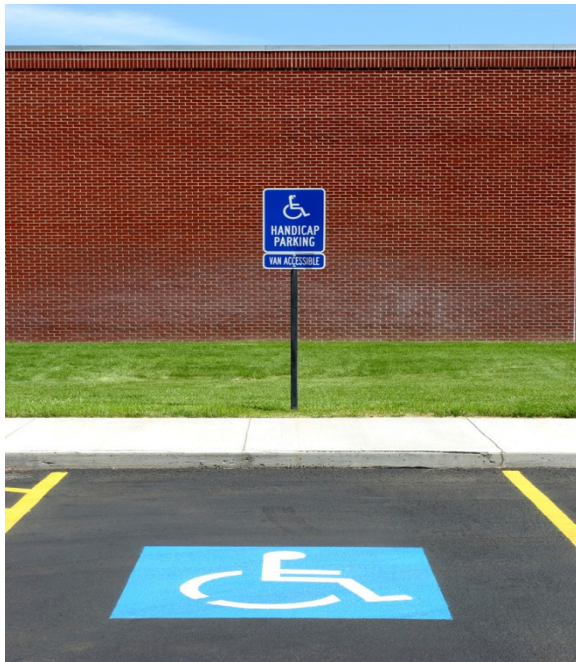




Missed Bu\$iness?

Prepared by: Home Mobility

www.home-mobility.ca



How to attract
more customers
by providing
better access to
your business





Acknowledgements

This guide was adapted by Home Mobility Special Renovations Limited. The original guide, "Missed Business! How to attract more customers by providing better access to your business", was developed as a collaborative project between Marrickville Council and the Human Rights and Equal Opportunity Commission (Australia), by Social Change Media (www.media.socialchange.net.au)

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You Could Be Missing Out On Potential Customers

Approximately 3.6 million people in Canada have disabilities, representing 12.4% of Canada's population. In Nova Scotia, approximately 120,000 people have disabilities, representing 18% of Nova Scotia's population. Together with their friends and families, the number of people affected by a disability is bigger still – and every one of them is a potential customer.

Population projections estimate that by 2021, Canadians aged 65 and older will number close to 6.7 million, or about one-fifth of the population. Many seniors have difficulties with mobility, sight and hearing and although they may not consider themselves to have a disability, easier access would be a great benefit.

As a small business, quality service is one of the most important things you can offer. This guide aims to help you, the small business owner, understand how to improve access to your goods and services for a large part of our community you may be missing out on – customers who have a disability.

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Which Customers Are We Talking About?

Providing good access to your business will benefit:

- People who are blind or have vision loss;
- People with learning, developmental or intellectual disabilities;
- People who are deaf, deafened or hard of hearing;
- People with a mobility disability who may use a wheelchair, cane, walker or who have arthritis;
- People with long-term illnesses;
- People with mental health or related disabilities; and
- People with an acquired brain injury

Good access benefits:

- Parents or caregivers of young children – particularly those with baby strollers;
- Older people;
- Delivery people;
- Shoppers with heavy bags; and
- Every customer – particularly when it's busy.

Can you afford to miss out on all this business? Consider the following:

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"I look for businesses that are easy to use for me and my friends. When I find one that I can enter without a problem I feel welcomed. When a business is accessible, has good service and an inclusive attitude, it gives you a feeling of belonging. They're the places I go back to and take my friends as well"

Accessibility Makes Good Business Sense

As potential customers, each of these people will make choices about your business based on how easy it is to use.

If a person uses a wheelchair and there is a step at your front entrance, they, and the people who accompany them, will probably go to another business in your area which has a level entrance or a ramp. If they find your staff unhelpful they probably won't come back to your business.

But if you make an effort to provide corridors that aren't cluttered with boxes that could accidentally fall over, then people will appreciate the ease of shopping at your business. If you train your staff to be respectful – not patronizing – then people with a disability are more likely to become regular customers.

Remember: What you do to improve accessibility doesn't have to be extravagantly expensive – a combination of providing easier entry and improving staff training will go a long way to making your business more attractive to many people including people with disabilities.

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Meeting Your Legal Responsibilities

Improving access will also assist your business to meet any legal responsibilities.

Nova Scotia Human Rights Act, amended 2008

For example, The Nova Scotia Human Rights Act is a provincial law that gives everyone equal rights and opportunities without discrimination, in specific areas such as employment, housing and services. The Act's goal is to prevent discrimination and harassment because of age, race, colour, sex, and disability, for example. The Act also covers a broad range of different types of disabilities. From a business perspective, the Nova Scotia Human Rights Act says that customers with disabilities have the right to be free from discrimination when accessing goods or services, or using facilities – just like any other customer. The right applies to many different types of business, including stores, restaurants and bars. If a customer with a disability cannot get into your building or cannot access your goods or services, your business could be violating the Act. Making your business more

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accessible is also likely to make it safer for both customers and staff and could have an effect on your public liability and workplace safety responsibilities.

For more information on the Nova Scotia Human Rights Act, visit the Nova Scotia Human Rights Commission on-line: www.gov.ns.ca/humanrights

Four Ways To Improve Access For All Your Customers

For the following examples, remember to refer to more detailed accessibility design guidelines, standards and best practices, prior to and during implementation, to ensure successful outcomes. Talk to City representatives, Home Mobility or other accessibility experts for suitable guidance to assist with practical solutions that meet your needs and the needs of your customers.

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1. Make It Easy For People To Find You

Advertise you advantages

- If your business is accessible, let people know. For example, if you provide wheelchair access, include this information in your promotions and advertisements, as well as on an accessible website if available.
- Install exterior signs with easy to understand text and graphics (e.g. use of plain language and pictograms), to help people with vision loss, learning disabilities or others who speak diverse languages to identify what your business is. Accessible signage helps everyone, with or without a disability!

Make the entrance easy to see

- Paint the entrance to your business in a colour that contrasts well with the surroundings. This will make it stand out for people with a vision loss. Highly contrasting colours not only distinguishing an entrance from the general environment, but it also



makes it easier to tell the difference between the immediate door surroundings and the doorway itself. A canopy or awning with clear headroom above the entrance (at least 2030 mm or 6'-8") makes the entrance more prominent while also protecting users during poor weather conditions.

- If there are multiple entrances, make sure there are clear directions and signage indicating where the accessible entrance or entrances are located. Mark your accessible entrance with the International Symbol of Accessibility.

Be aware of barriers related to the use of reflective glass on your business façade. People with vision loss often find that this presents them with a confusing picture of reflections, light and shadows. One good solution is to put safety markings on the glass so people don't walk into it, or using signage or advertisements to help users identify the glass when approaching. This also makes it easier to tell the difference between the façade or window display and the entrance door.

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Avoid obstructions

- Remove dangerous obstacles such as advertising boards, displays or furniture from the entrance so that people in wheelchairs, older people, or people with vision loss don't have to risk tripping or falling over them.
- If you are permitted to have advertising boards, display items or furniture outside your business, make sure **there is a clear pathway leading to the entrance for all users.**

Tip: think about your surroundings

It also pays to look at the surroundings of your business. You will probably need detailed guidance about the following issues. Remember to talk to your local City Council and staff and Home Mobility, your accessibility experts.

Parking: Think about making at least one customer parking space available for users with disabilities. Ensure the location of accessible parking is as close to any

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accessible entrance as possible. Accessible passenger loading zones are also beneficial, to accommodate taxis, buses and para-transit vehicles.

Pathways: Make sure the path from the parking area to your entrance is accessible for users of mobility aids, including wheelchairs or scooters (e.g. minimum of 1220 mm or 4'-0" wide is preferred), with smooth, non-slip and level surfaces, as well as accessible curb cuts where there are changes in level. These features are beneficial for all users (children, seniors, parents with strollers or people using walking aids such as canes or crutches).

Lighting: Would better lighting make parking areas and pathways safer to use and improve the overall level of safety and security at your site and business?

Hazards: Make sure overhanging trees or signage do not cause a bumping or tripping hazard for people who are blind or have vision loss.

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2. Make It Easy For People To Get In

In new buildings, all customers (including people using wheelchairs), must be able to enter independently. However, in many older buildings, the main entrance may have one or several steps, or be difficult in other ways. Here are some ideas on how to make it easy for customers to get into your business.

While many of these ideas are easy to put into practice, some may require technical advice to ensure they are done correctly.

Level access

- Ideally, eliminate stairs or steps and provide a level entrance. Where there are stairs or steps, provide colour-contrasted edging for easy identification by all users.



- If you can't provide a level entrance, design and build a suitable ramp adjacent to stairs or steps (running slope no steeper than 1:12) or provide a gradually sloped walkway (e.g. running slope of 1:20). Often, people with limited mobility that are ambulatory prefer using stairs or steps, assuming secure and accessible handrails are also provided to help them with their balance. Ensure ramp design includes accessible handrails, non-slip surfaces with detectable warning indicators at transitions. Provide suitable floor space dimensions for approaches and landings that accommodate all mobility devices (e.g. a turning radius of 1830 mm or 6'-0" can generally accommodate larger scooters and power chairs).
- If these actions are not possible for technical or financial reasons, consider moving the main entrance to an alternate accessible location with accessible signage and directional information provided.

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Better doors and doorways

- Reposition entrance door hardware to an accessible height (rang of 1070 to 1200 mm maximum from floor/ground is preferred, or 3'-6" to 3-11"). Ensure hardware is operable by one hand, does not require tight grasping, pinching or twisting of the wrist (e.g. lever-style or large D-pull style handles accommodate a wide range of users).
- Make the door easier to open by making it automatic or power assisted, with accessible controls (e.g. large push-plate controls marked with International Symbol of Accessibility are preferred. Alternatively, ensure door is lightweight, for easy opening and closing.
- Make the doorway wide enough to allow a person using a walker or someone who uses a wheelchair to pass through with ease (915 mm or 3'-0" is preferred, 815 mm or 2'-8" wide minimum).
- If the door has a lot of reflective glass, attach safety marking or decals across glass so people do not walk into it (mount at 1525 mm or 5'-0" center, measured from floor level). Use decals or striping 50 mm or 2" wide minimum).



- Make sure any doormats are secure and well maintained to prevent any potential tripping hazards. Only use mats if they can be made flush with the surrounding floor or if they have a beveled edge. Recessed floor mat systems are preferred.

Clear sight lines

- Make sure there are clear sight lines between the entrance and the counter. This helps staff to be aware when a customer needs assistance to enter the premises or purchase goods, for example.

“Many customers comment on the fact that we have the ramp. It’s not just people who use wheelchairs but also parents with strollers, and even people who don’t have an accessibility issue”

3. Make It Easy For People To Get Around

Once inside your business or premises, customers with disabilities should be able to find their way to all sales or seating areas, browse and inspect goods, bring them to the cashier or receive other services in the same way as

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people without a disability. Providing accessible signage and other way finding strategies for all users is essential for customers to get around.

The following tips are designed to help business owners to understand and meet the needs of customers with a range of disabilities.

For people who are blind or have a vision loss:

- **Signage:** Make sure signs and product pricing labels have clearly written information, with large, colour contrasted print provided. Ensure overhead signs do not cause bumping hazard.
- **Information:** Make board menus in cafes or product information displays easy to read. Provide written menus or other product information in large print versions (e.g. 18 point Verdana or Arial fonts, like this report). Consider having your staff read information out to customers if requested. Provide menu information in Braille, for example.

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- **Lighting:** Ensure lighting levels are high, especially around service counters, while also taking measures to prevent any glare reflected from adjacent surfaces.
- **Layout:** Avoid having dangerously placed items that can make independent movement difficult for customers with a vision loss. Make sure your aisles provide a clear path of travel (minimum of 920 mm or 3'-0" wide is preferred) and do not have displays or products sticking out into them, resulting in a potential tripping hazard.
- **Electronic payment systems (e.g. Interac):** Make sure all electronic payment systems and devices have accessible features for all users (e.g. tactile buttons, large print numbering, and flexible cord for easy reach by seated users). Consult with Home Mobility your accessibility experts for more detailed information.

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For people who are Deaf, deafened or hard of hearing:

- **Noise:** Find ways to reduce the amount of background noise and to easily turn down any music, when necessary.
- **Hearing Loop:** Look into installing a 'hearing loop' or other assistive listening device for people using hearing aids at counters, especially if there is a screen from the public at the counter, or if the counter is enclosed.

For people with mobility disabilities:

- **Aisles:** Make sure shopping aisles are wide enough (minimum of 920 mm or 3'-0" wide is preferred)
- **Counters:** Ensure at least part of your customer service area is at a height that is suitable for people using mobility aids (850 mm or 2'-10" maximum counter surface height, measured from floor level). Make sure that at least one of your checkout aisles is wide enough (minimum width of 915 mm or 3'-0" is preferred), has a lowered checkout counter section

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(850 mm or 2'-10" surface height, 685 mm or 2'-3" of knee space below) and ensure that it is always open.

- **Reach:** Place goods, particularly the most popular ones, within reach of someone using a wheelchair, mounted no higher than 1200 mm or 3'-11" from floor level. If this is not always possible, make sure staff are trained to offer suitable assistance and are aware of disability issues and needs.
- **Chairs:** If your customers need to wait, make a chair available for someone who may be elderly, uses crutches or has difficulty with balance.
- **Electronic payment systems (e.g. Interac):** Ensure that electronic payment systems and portable devices are on a long enough cord to pass over to someone using mobility aid. Consult with your accessibility experts, Home Mobility, for more detailed information related to technology.
- **Surfaces:** Make sure the floor surface is free from tripping hazards, is non-slip and does not reflect glare (also problematic for people with a vision loss). Do not

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store merchandise temporarily in floor space or aisles or leave maintenance equipment in the way.

Should you be providing accessible washrooms?

Where washrooms are provided for the public (e.g. in cafes or in other situations where customers may be on the premises for a period of time), an accessible washroom should be provided, whether individual washrooms for both Men and Women, or separate, unisex accessible washrooms.

If you don't have an accessible washroom, make sure all staff know the location of the nearest accessible washroom and, if necessary, get approval for your customers to use it.

If you decide to make your washroom accessible, get technical advice to ensure proper design, based on accessibility best practices.

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4. Make The Most Of Customer Service

When talking about ‘improving access’, it’s easy to think only in terms of installing ramps, washrooms and other fixtures. But one of the simplest and cheapest solutions is to change the way you think about customer service for people with disabilities.

It’s not difficult to train your staff on how to communicate effectively with all your customers and how to give practical assistance when it’s needed. Additionally, many local community organizations or other experts provide formal disability awareness and sensitivity training, often customized to meet the needs of different types of business.

Respect

You and your staff should treat customers with disabilities as you do all customers – with respect!



- **Focusing on the person:** Treat each customer with a disability as an individual customer with their own likes and dislikes. Always focus on the person, not their disability. Always address the customer directly, not the other people who may be with them (e.g. such as a spouse or other family member, an Attendant or Sign Language Interpreter).
- **Giving assistance:** Always ask the customer first if they want help; do not assume they need assistance. Always accept the answer if the customer declines your help. If you have a conversation that will last more than a few moments with a customer using a wheelchair or scooter ensure eye contact is maintained.
- **Asking questions:** Remember, ask customers with disabilities how they would like goods and services to be provided, particularly where there are known barriers to accessibility. Being aware of their potential needs and accommodating them goes a long way compared to being unaware or appearing insensitive.

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Communication Tips

For people who may have a learning or intellectual disability, or who may have experienced a brain injury:

- **Being clear:** Address the customer directly, listen carefully, speak clearly and check for understanding. Always use clear language without being patronizing.
- **Allowing time:** Allow your customer time to ask questions and try not to rush them. Try not to overload people who may have an intellectual disability with information. Reassure your customer you are there to help if they forget the information or need assistance.

For people who are Deaf, deafened or hard of hearing:

- **Lip reading:** Always face the customer so they can read your lips. Try to make sure there are no bright

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lights behind you that may limit their ability to see your lips.

- **Sound:** Use your normal tone of voice and volume – do not shout. If necessary, move out of the way of any potential background noise.
- **Interpreters:** If your customer is there with a sign language interpreter, always address your comments directly to your customer rather than to the interpreter.
- **Pen and paper:** Have a pen and paper on hand to help you communicate with your customer (e.g. at checkout counter or reception area). Signage indicating its availability is also important (e.g. with the International Symbol for Hearing Loss provided).

For people who have vision loss:

- **Using names:** Always identify yourself by name. If appropriate, ask for their name so you can address

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them directly and so that they know you are talking to them and not someone else.

- **Giving assistance:** If a customer asks for assistance to go somewhere, ask which side you should be on and offer your arm so they can hold just above your elbow. Never grab their arm without permission.
- **Guide dogs:** Never pat or distract a guide dog or offer it food while it is in harness. Remember guide dogs are working animals under the direct control of its owner and should not be looked at as “pets”.

Finding alternative ways to provide service

The best way of attracting business and fulfilling any legal responsibilities is to make your business as accessible as possible. Where it is not possible to provide full access in the short term, you might also consider alternate ways of providing the same service. Here are some examples:

- A butcher’s shop might consider operating a telephone, mail order or local delivery service.

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- A florist might have a call bell at the entrance and have staff put together an order and bring the goods to the front door or the nearest easy collection point.
- A hairdresser might consider offering a home visiting service for a customer with a disability.
- A real estate agent might consider providing their service in an alternative, accessible location either by appointment or on a regular basis.
- Services or products can be purchased on the internet, if business websites are designed with accessibility in mind and based on accessibility “best practices”.

Alternatives such as these will not provide full equality for people with disabilities, but they will assist in reducing the chances of a complaint. They are potential starting points for business owners to initiate longer-term solutions that will improve the bottom line and make their business accessible for everyone.

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Additional Information

Nova Scotia Human Rights Act:

<http://www.nslegislature.ca/legc/statutes/humanrt.htm>

Nova Scotia Human Rights Commission:

<http://www.gov.ns.ca/humanrights>

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