

THE BUSINESS ACCESSIBILITY TEST

How accessibly is your business?
Take the accessibility test to find out. Please answer yes or no to the following questions.

Customer Service

- Our customer service policy ensures that customers with disabilities receive the same service as all our other customers.
- Our employees are comfortable serving customers with disabilities.
- We can provide our services in different ways—we ask customers how we can help them.

Access To Your Premises For Customer And Employees

- Our premises have automatic doors and level access to the entrance.
- Our parking lot has spaces reserved for people with disabilities.
- Hallways and aisles are clutter-free and washrooms are accessible.
- If services are different on different floors, there is an elevator.

Communication

- Our signs are easy-to-read in larger type.
- Our website is designed to be user friendly and accessible to people with disabilities.
- We have a TTY (a telecommunication device for people who are deaf or hard of hearing) number.
- Our reports, advertisements and other materials use respectful language.

Marketing and Product Development

- Our advertising represents the whole community without negative stereotypes
- Our marketing strategy reaches potential customers with disabilities.
- Our new products and services are designed to be accessible to all our customers, including those with sensory or mobility disabilities.

Employment

- We are prepared to interview a job applicant who may need accommodation.
- Our job training can be delivered in alternate formats.

Policies, Practices and Planning

- We have a job accommodation policy.
 - We have anti-discrimination and anti-harrassment policies that protect employees with disabilities.
- When planning new initiatives, we consider the needs of people with disabilities.

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How Did you Rate?

Count up the number of times you answered "yes."

1-10 need work

11-15 you're trying

16-20 good work

21-24 excellent

Are you missing potential customers?

Predictions are that the number of people with disabilities will continue to grow as our population ages. Don't lose this major market group to your competitors.

You want to do business with this growing population of people with disabilities because they:

- live with, work with and influence the rest of the population-on average, 5 or 6 other people such as colleagues, family members, and other services providers.

- are loyal customers and consumers. They will recommend your quality service or product. As business owners and service providers, you have a common goal. You want happy, satisfied customers whose needs are met. You want your customers to feel comfortable and welcome to come back time and time again. And if you do your job well, you can expect these customers to refer to their friends, co-workers and family members.

Everyone Benefits From Good Access.

Learn more about wage subsidies, accessibility consultations and adaptive workspaces.

For more information
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Spinal Cord Injury Saskatchewan Inc.
Lésions Médullaires Saskatchewan