

Being dementia friendly in business

Physical environment considerations for retailers

Small changes to the physical environment of your business can make it easier for people with dementia to stay engaged in their community

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| Accessibility | People are able to move around spaces regardless of any physical, sensory or cognitive impairment. Use strong colour contrasts around doorways and handles. Doors should be easy to open . Have level entry access |
| Safety | People are able to use, enjoy and move around spaces without fear of coming to harm |
| Comfort | People feel at ease and are able to enjoy spaces without physical or psychological discomfort |
| Simple signage/ menus | People can understand where they are and identify which way they need to go , helping to prevent spatial disorientation, confusion and anxiety. Signage should be easily visible and located at eye level to help improve orientation and wayfinding . Include clear and essential information only. Use larger writing and strong colour contrasts (eg black on white) |
| Floor coverings | Reduce trip hazards by having well-maintained, plain, level , non-slip, and non-reflective floors. Avoid patterned flooring that can create an illusion of holes in the ground for some people |
| Lighting | Reduce glare and minimise deep shadows and reflections as much as possible |
| Layout | Reduce obstacles and make sure items are not in the way of customers. Have clear sight lines between entry and counter. Use strong and contrasting colours . Have simple and direct routes. Ensure there is enough space to move around tables or aisles, especially for wheelchairs and walkers |
| Furniture | Provide some sturdy chairs with arms and stable legs which are easier to get up from. Rounded edges on furniture are less likely to cause injury |
| Noise | Keep noise to a minimum . Use a lower volume for background music or no music at all |
| Table service | Offer the option of ordering and receiving food and drinks at the table to reduce the need to move around and minimise disorientation |
| A quiet space | Provide a quiet space with less noise and light for someone who might be feeling more anxious, disorientated or confused |

Dementia friendly design is good design for all



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For more information & resources please visit
dementiafriendly.org.au or iepcp.org.au/key-project/dfc/



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Dementia
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