

# Shopping Hours for Seniors

Recommendations for retailers on optimizing your space to accommodate seniors during the Covid-19 outbreak



Sensory  
**Friendly**  
Solutions

# Introduction

- This presentation has been created to provide a helpful checklist for **retailers who are looking to provide dedicated shopping hours for seniors during the Covid-19 outbreak.**
- The information has been compiled and adapted by the team at **Sensory Friendly Solutions**; an organization dedicated to providing resources, and information for the increasingly large portion of the population who struggle with sensory sensitivities.
- Visit us [www.sensoryfriendly.net](http://www.sensoryfriendly.net)

# Define Dedicated Hours

## Clearly define dedicated shopping hours for seniors:

- The first hour (or more) of operation is typically best for seniors
  - Less crowded
  - Cleaner
  - More suited to senior's lifestyle (preferable to later in the day)
- Consider offering additional times during the day for other vulnerable populations
  - People with disabilities (mobility or a hidden disability)
  - Autism, anxiety, neurodiversity, concussion, PTSD, etc.

# Things to Consider

## Key considerations when accommodating senior shoppers:

1. Cleanliness
2. Need for assistance
3. Physical accessibility
4. Sensory Friendly

# 1. Cleanliness

**In order to provide the cleanest environment possible, consider adapting the following measures:**

- Limit number of people in store
- Provide hand sanitizer stations at easy to access locations
  - Entrances and exits
  - Cash registers
  - Where carts are collected/returned
  - Pharmacy counters (or other places where shoppers interact with staff)
- Avoid collecting many carts during this time
  - Single use
  - Clean carts after each use
- CLEAN with disinfectants before and after seniors shopping hours

## 2. Need for assistance

### Provide tools and options within your retail environment to aid senior shoppers:

- Colour code shopping carts to provide a quick visual cue for retail staff, i.e.:
  - Green: I want assistance
  - Red: I do not want assistance
- Have help on hand to:
  - Pack groceries
  - Load purchases into car
- Respect support workers
  - Some seniors may be accompanied by spouses, support or personal care workers; accommodate these individuals wherever possible

\*be sure to respect recommended social distancing practices at all times

## 3. Physical Accessibility

**Ensure that your space can accommodate the mobility needs of senior shoppers:**

- Have wheelchairs and electric shopping carts on hand
- Offer chairs for people to sit in throughout store
  - And while they wait for spouse/caregiver to get the car
- Keep pathways clear and reduce clutter
  - Complete all re-stocking/inventory prior to seniors shopping hours
- Install cane holders at cash registers

## 4. Sensory Friendly

Many seniors have **sensory sensitivities** that make shopping overwhelming. There are a number of small **accommodations** that retailers can implement to reduce these challenges:

- **Adjust lighting**
  - No moving, shining or shimmering lights
- **Turn noise down or off**
  - No background music
  - Turn off unnecessary, noisy equipment
  - Refrain from making store-wide announcements



# Get the word out!

## Spread the word about your dedicated seniors shopping hours:

- Add your seniors' shopping hours to the **Sensory Friendly Finder:** [www.sensoryfriendly.net](http://www.sensoryfriendly.net)
- Update in-store & online signage
- Share on social media
- Connect with local neighbourhood associations (residents' groups, BIAs etc.) who can share through their respective networks

# Thank you

- For more information about Sensory Friendly Solutions, visit us at [www.sensoryfriendly.net](http://www.sensoryfriendly.net)
- Questions, Comments, Additions?
- Contact us at: [info@sensoryfriendlyolutions.com](mailto:info@sensoryfriendlyolutions.com)