



# Join the movement

What is the Dementia Friendly Tyler certification?



## Why your business should join:

- The number of customers with dementia are growing.
- Highlighted in the community
- Easy to get certified

If you are interested in joining, email [rebecca@alzalliance.org](mailto:rebecca@alzalliance.org) to get started.

**JOIN US**

 **903-509-8323**



### **BENEFIT:**

- Window decal identifying a DF business
- Media promotion

**ALZALLIANCE.ORG/  
COMMUNITY**



# RESTAURANT AND RETAILER APPLICATION

Date: \_\_\_\_\_

Business name: \_\_\_\_\_

Address: \_\_\_\_\_

Contact Name and Title: \_\_\_\_\_

Phone: \_\_\_\_\_ Email: \_\_\_\_\_

Website: \_\_\_\_\_

## Eligibility

**To receive the Dementia Friendly business designation, the business must:**

1. Be physically located in Tyler
2. Have a valid, non-expired business license
3. Pledge to uphold the Dementia Friendly checklist values within a year

## Application

**To apply for the Dementia Friendly business designation, the business must:**

1. Follow the attached checklist
2. Provide business logo and website link
3. Sign the Dementia Friendly Tyler pledge

**For more information, call 903-509-8323 or email [rebecca@alzalliance.org](mailto:rebecca@alzalliance.org).**



# RESTAURANT AND RETAILER APPLICATION

**I attest that the best practices checked below are currently in place:**

## Entrances and mobility

### Entrances

- ☐ Well-maintained sidewalks that are accessible and free of obstructions
- ☐ Non-slip entrance ramps for wheelchair access, particularly if stairs are required to enter the building or access different interior areas
- ☐ Entrance doors are easy to open for a person in a wheelchair or walker
- ☐ For any automatic doors, have accessible buttons that allow enough time for those with wheelchairs or walkers to enter

### Interior

- ☐ Aisles and spaces can accommodate a wheelchair or walker
- ☐ For any interior with multiple floors, stairs, or raised areas, provide access by elevator, ramp, or alternative means
- ☐ Washrooms on the main floor can accommodate a wheelchair or walker
- ☐ Sufficient seating for patrons to rest, especially if waiting
- ☐ Place products within reach on shelves or offer help reaching items
- ☐ For any stairs or steps, railings are available
- ☐ All stairs, inclines, and drops are clearly marked and have railings

### Parking

- ☐ Well-maintained, clearly identified parking
- ☐ Available parking, including handicap accessible parking
- ☐ Drop-off and pick up areas are available, obstruction free, clearly identified, and conveniently located

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**I attest that the best practices checked below are currently in place:**

## Ambience

- ☐ Parking lots, entrances, and store interior are well-lit
- ☐ Minimize excessively loud music and noise
- ☐ Signage is easy to read

## Employees

- ☐ Training provided to employees who are expected to use newer technologies
- ☐ Train staff to provide respectful and patient service in-person and on the phone
- ☐ Train staff to be mindful when speaking to patrons of all ages, backgrounds and cultures
- ☐ Train staff on how to assist those with physical challenges and how to handle incidents
- ☐ Staff complete the Dementia Friend training through this link:  
<https://dementiafriendsusa.org/become-friend>

## Marketing and Communication

- ☐ Make website easy to navigate with zoom control or text resizing features
- ☐ Use large, clear, san-serif fonts for signage, printed materials, and websites
- ☐ Translate website into multiple languages
- ☐ Telephone answering service give clear, slower-paced instructions and includes the option to repeat the menu and to speak to a representative

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## Other best practices

You may submit additional Dementia Friendly features of your business below:

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## For any unchecked items

Please explain any unchecked items here:

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I pledge to be a Dementia Friendly Tyler recognized business and promise to uphold Dementia Friendly practices to the best of my ability and understand that Dementia Friendly Tyler will support me in these efforts by assisting with training (cost may apply) and direction as needed or requested. By completing this pledge, we enter an ongoing relationship with Dementia Friendly Tyler and its representatives. Dementia Friendly Tyler and its representatives are available to assist our company/organization in continuing to improve our awareness and education around dementia and how we can best serve the clientele that frequent businesses such as ours.

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Signature

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Business name

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Date



# RESTAURANT AND RETAILER APPLICATION

- ☐ Complete Dementia Friendly Certification Application and return to [rebecca@alzalliance.org](mailto:rebecca@alzalliance.org).
  
- ☐ Staff complete the "Dementia Friend" training for respective community sector.  
Link: <https://dementiafriendsusa.org/become-friend>
  
- ☐ Notify [rebecca@alzalliance.org](mailto:rebecca@alzalliance.org) when staff has completed the training.
  
- ☐ Schedule site visit to do walkthrough, press conference, and/or ribbon cutting.

**For more information, call 903-509-8323 or email [rebecca@alzalliance.org](mailto:rebecca@alzalliance.org).**