

## **TIPS FOR AN ELDER FRIENDLY OFFICE**

Carol J. Wessels  
Wessels & Liebau LLC.  
2020

1. PARKING
2. PARKING
3. Easy road access – not too complicated to get to. Provide directions.
4. Check ease of access from exterior to interior. Doorside dropoff is preferable.
5. Doors not too heavy.
6. Chairs in waiting room not too cushy, not too low, have sturdy arm rests.
7. Enough chairs for family to wait, interesting books / TV, white noise.
8. Open spaces in offices, no cramped or cluttered hallways. Railings if needed.
9. Wheel-chair friendly conference table.
10. Easy to hold cups and glasses.
11. Simple voice mail or auto attendant, if you have one.
12. Contrasting colors between wall, seating and floor, elder friendly colors.  
( <http://www.sherwin-williams.com/architects-specifiers-designers/color/find-and-explore-colors/color-collections/senior-living-color/>)
13. Rounded edges and corners on furniture – watch sharp edges.
14. Temperature warmer, watch placement of vents.
15. Wheelchair if needed
16. Amplification devices
17. Signature aid, easy grip pens.
18. Convenient hours – remember client may be dependent on caregiver or transportation. You may want to work over your lunch hour.
19. Home/facility visits.
20. Not too “lawyer” like.
21. Did I mention.... PARKING?
22. 2020 Update: Many of the above physical characteristics are less relevant in a time where most meetings are done virtually. For a virtual meeting, make sure your client is comfortable with the technology. Alternatively, offer a phone meeting. Send out instructions for connecting to your video software platform ahead of time. A patient and clear voice on your phone system is especially critical now, as your receptionist is only known through the phone and email, except for in-person signings.