# Appendix 13: Checklist for observing and rating the environment

|  | **Yes** | **Needs improvement** | **No** |
| --- | --- | --- | --- |
| **A. Telephone** |  |  |  |
| 1. When a phone call is answered (either in person or by a phone system), the caller has an option to hear information in a language other than English. | [ ]  | [ ]  | [ ]  |
| 2. If there is a phone system, the caller has an option to speak with the operator. | [ ]  | [ ]  | [ ]  |
| 3. If there is a phone system, the caller has an option to repeat menu items. | [ ]  | [ ]  | [ ]  |
| 4. Information is offered (either by a person or the phone system) using plain, everyday words. | [ ]  | [ ]  | [ ]  |
| **B. Entrance** |  |  |  |
| 5. The name of the organisation/service is clearly shown on the outside of the building. | [ ]  | [ ]  | [ ]  |
| 6. All entry signs can be seen from the street. | [ ]  | [ ]  | [ ]  |
| 7. All signs use plain, everyday words. | [ ]  | [ ]  | [ ]  |
| **C. Entrance area** |  |  |  |
| 8. There is a map. | [ ]  | [ ]  | [ ]  |
| 9. The map includes a key. | [ ]  | [ ]  | [ ]  |
| 10. The map shows the present location with a ‘you are here’ marker. | [ ]  | [ ]  | [ ]  |
| 11. Maps are available for people to take with them. | [ ]  | [ ]  | [ ]  |
| 12. An information desk is near the entrance. | [ ]  | [ ]  | [ ]  |
| 13. A sign shows where the information desk is. | [ ]  | [ ]  | [ ]  |
| **D. Assistance** |  |  |  |
| 14. Staff or volunteers are available at or near the main entrance to help people. | [ ]  | [ ]  | [ ]  |
| 15. Multilingual staff or volunteers are available at or near the main entrance to help people. | [ ]  | [ ]  | [ ]  |
| 16. Staff or volunteers wear a uniform or name tag to identify them. | [ ]  | [ ]  | [ ]  |
| **E. Signage** |  |  |  |
| 17. Maps are posted at various places around the building. | [ ]  | [ ]  | [ ]  |
| 18. Consistent language is used for locations on signs throughout the building. | [ ]  | [ ]  | [ ]  |
| 19. Consistent symbols/graphics are used on signs throughout the building. | [ ]  | [ ]  | [ ]  |
| 20. Overhead signs use large, clearly visible lettering. | [ ]  | [ ]  | [ ]  |
| 21. Wall (eye-level) signs use large, clearly visible lettering. | [ ]  | [ ]  | [ ]  |
| 22. Signs are written in English as well as in the primary languages of the people being served. | [ ]  | [ ]  | [ ]  |
| 23. Colour codes are used consistently on the walls or floors throughout the building to mark paths to and from various parts of the building. | [ ]  | [ ]  | [ ]  |
| **F. Service area/department** |  |  |  |
| 24. The name of the clinic/service area is clearly visible. | [ ]  | [ ]  | [ ]  |
| 25. Sign-in procedures are clearly visible. | [ ]  | [ ]  | [ ]  |
| 26. Staff offer to help consumers complete paperwork. | [ ]  | [ ]  | [ ]  |
| 27. Materials for consumers have been developed with consumers. | [ ]  | [ ]  | [ ]  |
| 28. Materials for consumers are written in the primary languages of the people being served. | [ ]  | [ ]  | [ ]  |

Adapted from Rudd RE, Anderson JE. 2006. *The Health Literacy Environment of Hospitals and Health Centers. Partners for Action: Making your healthcare facility literacy-friendly*. Boston, MA: National Center for the Study of Adult Learning and Literacy.