



Business Directory

Founded in 1993 by Elders in Action – a private non-profit corporation in Portland Oregon – the Elder Friendly® Business Certification Program is setting a national standard and precedent for how businesses can best serve older customers. Trained volunteers make undercover visits to businesses and rate them in the areas of phone and physical access, store layout, and customer service.

Special features that rate highly with volunteer evaluators include no-step entrances, easy-to-read signage, adequate lighting and personalized, courteous assistance from employees. A business that greets its older adult customers respectfully and shares clear, straightforward information about its services is well on its way to being certified Elder Friendly.

By meeting the evaluation criteria and becoming certified, a business is eligible to display an Elder Friendly decal and be featured in the Elder Friendly Business Directory. This is a clear sign to older adults and their families that this business welcomes their patronage and has made an effort to meet their needs.

Action for Older Persons, Inc. is proud to be one of 13 organizations in eleven states to replicate this program since it was made available to other communities in 1999. Our goal is to make sure that when older adults do business with retailers across Broome, Chenango and Tioga Counties in New York State, they feel both welcome and appreciated. By being certified Elder Friendly, a business shows it's committed to doing both.

Whether you're an older adult who appreciates helpful customer service or you're caring for someone who could benefit from special accommodations, you'll want to check out the local businesses that proudly display the Elder Friendly logo.

If you're a business owner looking for ways to build your business among the fastest growing segment of our population – people age 50+ - you'll want to consider investing in the Elder Friendly certification process. Call AOP at 722-1251 for details.



ELDER FRIENDLY Certified means....

A business is sensitive to seniors and caregivers.
A business strives to offer a great buying experience.
A business offers the BEST customer service!

CLICK ANY BUSINESS NAME TO VISIT THEIR WEBSITE

A & S Blacktop Paving, LLC
249 Pollard Hill Rd.
Johnson City, NY 13790
(607) 240-7459

Access Ability Design Group
91 Pamela Dr.
Binghamton, NY 13901
(607) 648-5304

Action for Older Persons
32 W. State St.
Binghamton, NY 13901
(607) 722-1251

Audibel Hearing Care Center
2548 Vestal Parkway East
Vestal, NY 13850
(607) 797-9020

A.V.R.E.
174 Court Street
Binghamton, NY 13901
(607) 724-2428

Boys & Girls Club of Western Broome
1 Clubhouse Road
Endicott, NY 13760
(607) 754-0225

Chemung Canal Trust Co.
127 Court St.
Binghamton, NY 13901
(607) 771-6369

Chemung Canal Trust Co.
601-635 Hary L Drive
Johnson City, NY 13790
(607) 729-6347

Chemung Canal Trust Co.
100 Rano Blvd.
Vestal, NY 13850
(607) 797-1721

Coldwell Banker George T. Decker Real Estate
3401 E. Main St.
Endwell, NY 13760
(607) 754-5213

Thomas H. Davis, DMD
10 Leroy St.
Binghamton, NY 13905
(607) 722-7957

Family Audiology, PLLC
800 Hooper Rd. Suite 370
Endwell, NY 13760
(607) 786-5130

Gery's Hair Designs
432 Harry L Dr.
Johnson City, NY 13790
(607) 770-HAIR (4247)

Handprints Massage Therapy
4 Delphine St.
Owego, NY 13827
(607) 687-HAND (4263)

Health Beat Natural Foods
214 Main St.
Johnson City, NY 13790
(607) 797-1001

Home Instead Senior Care
81 State St.
Suite 201
Binghamton, NY 13901
(607) 723-3600

Home Turf
15 O'day Drive
Endicott, NY 13760
(607) 341-6871

Klemmt Orthopaedic Services
130 Oakdale Rd.
Johnson City, NY 13790
(607) 770-4400

CLICK ANY BUSINESS NAME TO VISIT THEIR WEBSITE

Lawson's Hearing Center
57 Front St.
Binghamton, NY 13905
(607) 724-1210

Lesko Financial Services
53 Chenango St.
Suite 200
Binghamton, NY 13901
(607) 724-2421

Levene Gouldin & Thompson, LLP
450 Plaza Dr.
Vestal, NY 13850
(607) 763-9200

MaineSource Food & Party Warehouse
1018 Front St.
Binghamton, NY 13901
(607) 723-8200

Miller Auto Team
4455 Vestal Parkway
Vestal, NY 13850
(607) 797-1221

On Track Physical Therapy
120 Plaza Dr., Suite E
Vestal, NY 13850
(607) 797-5414

Olum's Furniture Company
3701 Vestal Parkway East
Vestal, NY 13850
(607) 729-5775

Owego Treadway Inn
1100 State Route 17C
Owego, NY 13827
(607) 687-4500

Precision Automotive Service
200 W. Main St.
Endicott, NY 13760
(607) 754-7777

Re-Bath of the Southern Tier
105 South Duane Ave.
Endicott, NY 13760
(607) 748-9420

Scoville-Meno Auto Plaza
839 State RT 17C
Owego, NY 13827
607-687-5111

John A. Snover Insurance
1446 Front St.
Binghamton, NY 13901
(607) 772-0000

Southern Tier Medivan
375 State St.
Binghamton, NY 13901
(607) 772-8500

This list is current as of February 2012.

For the latest listing of Elder Friendly Businesses, visit:

ElderFriendlyBusiness.com

Action for Older Persons, Inc. (AOP) encourages consumers to make informed decisions when making a purchase. AOP does not endorse or guarantee the services or products available from Elder Friendly certified businesses.

Become an Elder Friendly Volunteer Evaluator!

If you are age 60 or older...

Action for Older Persons needs YOU!

We're currently recruiting **volunteer evaluators** for the **Elder Friendly** Program in Broome, Chenango & Tioga Counties.

This nationally recognized program features volunteers who evaluate local businesses for accessibility and service to older customers.

This position is ideal for someone who likes to shop and explore new businesses.

Volunteer evaluators attend an orientation training and perform several evaluations each year. **Evaluators** review the effectiveness of telephone and customer service, building layout, and access. Typical practices to be evaluated include: ***Are price tags visible? Is the telephone system easy to use? Is customer service available when needed?***

A business that earns certification is able to display the Elder Friendly logo that lets everyone know this business is **Elder Friendly Certified**.

To request a volunteer application:

Call us at (607) 722-1251

Stop by our office at the Colonial Plaza

32 W. State St., Binghamton, NY 13901

Visit us online at www.ActionforOlderPersons.org