

## **Partner-Assisted Audit Instructions**

Partner-assisted audits are environmental audits completed by a learner with the support of a partner. The partner can help the learner in various ways—taking notes, helping to navigate the venue, clarifying expectations, etc.

## For Partners:

## Before the audit

- 1. Review the audit form and instructions with the learner you are assisting.
- 2. Help them understand the categories covered by the audit.
- 3. Encourage the learner to express their opinions freely and remind them there are no wrong answers.
- 4. If the learner you are assisting needs accommodation, contact the location in advance to make sure they offer it.

## **During the audit**

- 1. Take your time walking through the location. Take breaks as needed.
- 2. Work with the learner to complete the audit form.
- 3. Assist the learner notice their senses and add pertinent notes to the audit form.
- 4. If it helps the learner, encourage them to take pictures to explain their thoughts. They can take pictures of things they like and don't like, or of things they think the location should change.

## Reporting the Audit

- 1. Talk with the learner about the location you audited. Does the learner think the location should change anything? What should stay the same?
- 2. Write all comments and notes on the audit form, using detailed responses when appropriate.
- 3. If you or the learner took pictures, attach them to the audit form with explanations, when possible.
- 4. When the learner has completed the audit, give the audit form to a store manager or the person who asked the learner to complete the audit.



### For Learners:

## Before the audit

- 1. Look at the different parts of the audit form.
- 2. Ask your partner to help explain any parts you don't understand.
- 3. If you need a special accommodation, contact the location to make sure they offer it. Ask for help from your partner, if needed.

## **During the audit**

- 1. Take your time walking through the location. Take breaks if you need to.
- 2. Follow the directions of the audit form with your partner.
- 3. Pay attention to your senses and communicate your thoughts to your partner.
- 4. If it helps to take pictures to explain your thoughts, please do. You can take pictures of things you like and don't like, or of things you think the location should change.

## **Reporting the Audit**

- 1. Think about liking the location you audited. Should they change anything?
- 2. Try to think of examples of things you liked and did not like. Write, draw, or ask your partner to put those things on the audit form.
- 3. If you took pictures, attach them to the audit form with explanations, when possible. Ask for help, if needed.
- 4. If a partner went to the location with you for the audit, you or they may add their feedback if you'd like.
- 5. When you are done with the audit, give the audit form to a store manager or the person who asked you to complete the audit.

Place:  Weather & Circumstances:  Crowds:  What to think about:  SMELL  Weather & Circumstances:  SMELL  Totals:  SMELL  Total for loo. In the cornect places?  Smell for: food, cars, cleaners  - Smell for: food, cars, cleaners  - Smell for: food, cars, cleaners  - Smell for: perfumes, body odor, deodorant  Totals:  SMELL  Total for loo. In the smellest place or a place that smells drift from SATA  Totals:  SMELL  Total Smell Score =  Total Smell Score =  STATELL  Total Smell Score =  Total Smell Score =  STATELL  SMELL  Total Smell Score =  STATELL  STATEL	Auditor(s):					
SMELL  What to think about:  Does this place smell like you think it should?  Smell for: food, cars, cleaners  Do the smells stay in the correct places?  Smell for: food, cars, cleaners  Do the smells stay in the correct places?  Are the smells stay in the correct places?  Smell for: food, cars, cleaners  Smell for: food, cars, cleaners  Are the smells stay in the correct places?  Smell for: food, cars, cleaners  Are the smells stay in the correct places?  Are the smells stay in the correct places?  Are the smells stay in the correct places?  Total Smell for: price or a place that smells drift from  Are the smelliest place or a place that smells drift from	Place:					
SMELL  What to think about:  Does this place smell like you think it should?  - Smell for: food, cars, cleaners  Do the smells stay in the correct places?  - Smell for: perfumes, body odor, deodorant  - Smell for: perfumes, body odor, deodorant  Totals:  Total Smells you like or don't like or do	Date:					
What to think about:    Does this place smell like you think it should?	Weather &	Circumstances:				
Nge   Rind of   No / NA	Crowds:					
SMELL  Yes Kind of No / NA  [2] [1] [0]  als:  CAN  Photo: smells you like or don't like						
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als: Photo: smells you lii		What to think about:	Yes [2]	Kind of [1]	No / NA [0]	Notes:
als: Photo: smells you lii	C	Does this place smell like you think it should? - Smell for: food, cars, cleaners				
als:  And the second of the se	()	Ŧ,				
als:   Alberto: smells you lii		Are the smells from other people just about right? - Smell for: perfumes, body odor, deodorant				
:(io)		Totals:				Total Smell Score =
	£Ç,©	Photo: the smelliest place or a place that smells drift from	£Ĵ.	Photo: sr	nells you l	ike or don't like

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Notes:				Total Sight Score =	Photo: lighting that you do or do not like
No / NA [0]					ghting tha
Kind of [1]					Photo: lig
Yes [2]					£40
What to think about:	Is this place organized and clutter-free? - Look for: storage, decorations, displays	Is the lighting just about right?  Look for: fluorescent or natural, shadows, brightness	Are the people who work there easy to find? - Look for: uniforms, name tags	Totals:	Photo: a place that looks good, clean, neat, or organized to you
	Yes Kind of No / NA [2] [1] [0]	Yes         Kind of [1]         No / NA [2]           [2]         [1]         [0]           isplays	about:       Yes       Kind of [1]       No / NA [0]         Iter-free?       [1]       [0]         rations, displays       inatural, shadows, brightness	tter-free? rations, displays natural, shadows, brightness easy to find?  Yes Kind of No / NA [2] [1] [0]  In 10 / NA [2]  In 1	tter-free? trations, displays teasy to find? Totals:  Totals:  Yes Kind of No / NA [7] [0]  Total Sight Score

	Notes:				Total Movement Score =	Photo: an obstacle or something in your path that you had to walk around
	No / NA [0]					und
	Kind of [1]					Photo: ar walk arou
MENT	Yes [2]					₹Ç
MOVEMENT	What to think about:	Is it easy to move through this place? - Look for: a clear path to walk, things on the floor	Is the crowd size just about right?	Does the place help people who have difficulty moving their body?  - Look for: rails to grab in areas like stairs and wide hallways - Look for: places to sit and rest	Totals:	Photo: a place that you had to walk through

## 9/

Notes:				Total Hearing Score =	place
No / NA [0]					Photo: the quietest place
Kind of [1]					Photo: th
Yes [2]					£Ç
What to think about:	Is the noise just about right? - Listen for: carpets, echoes, and equipment sounds	Does this place help people who are sensitive to sound? - Listen for: quiet spots, loud noise warnings, headphones	Are the sounds from people just about right? - Listen for: loud voices, shouting	Totals:	Photo: the loudest place
	Yes Kind of No / NA [2] [1] [0]	What to think about:  Is the noise just about right?  Listen for: carpets, echoes, and equipment sounds	Yes Kind of No / NA [2] [1] [0] [2] S	What to think about:YesKind of [2]No / NA [7]Is the noise just about right?- Listen for: carpets, echoes, and equipment sounds- Listen for: quiet spots, loud noise warnings, headphones- Listen for: quiet spots, loud noise warnings, headphones  Are the sounds from people just about right?  - Listen for: loud voices, shouting  - Listen for: loud voices, shouting	What to think about:       Yes       Kind of It1]       No / NA It1]         Is the noise just about right?       - Listen for: carpets, echoes, and equipment sounds?       - Listen for: duiet spots, loud noise warnings, headphones       - Listen for: quiet spots, loud noise warnings, headphones       - Listen for: loud voices, shouting       Total Hearing Sc

	Kind of No / NA [1] [0] Notes:				Total Touch Score =	Photo: a place that was hot, cold, wet, humid, or air was
топсн	Yes [2]					KÇÎO
01	What to think about:	Is there comfortable seating and different seating choices? - Look for: places to sit on the floor, has cushions	Does this place help people who are (or not) sensitive to touch?  - Look for: signs for areas that are wet, hot, delicate - Look for: sensory objects that people can touch	If service involves touch, is the purpose and reason clear?	Totals:	Photo: seating or anything your body had to touch
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	Notes:						Total Communication Score =	Photo: a way to engage or participate with others or the experience
	No / NA [0]							way to eng
	Kind of [1]							Photo: a wasexperience
COMMUNICATION	Yes [2]							<b>110</b>
СОММОК	What to think about:	Is it easy to enter and exit the place? - Look for: parking, people waiting in line, enter/exit signs	Is the signage clear? - Are instructions and rules easy to follow?	Does communication come in different options? - Look for: symbols, pictures, signs, and auditory aids	Is it easy to talk and share with others at this place?	Are expectations clear? - Do most people know what to do? - Do you know how to participate and engage?	Totals:	Photo: signs that were or were not helpful
				Q Q Q Q				<b>K</b>

Scoring Chart	Total Score #
Smell	
Sight	
Movement	
Auditory	
Touch	
Communication	
Overall Audit Score:	
Audit Score Range:	ななななな

Overall Audit Score Ranges	Ranges
Very Unsupportive ★☆☆☆☆	8-0
Unsupportive ★★☆☆☆	9-16
Moderately supportive ★★★☆☆	17-24
Supportive ★★★★☆	72-32
Very Supportive ★★★★	33-40