



## AGE-FRIENDLY SASKATOON POLICY LENS: A SELF ASSESSMENT TOOL



## Forward

The need for an age-friendly policy lens was identified by older adults and community partners during the **Age-friendly Saskatoon Initiative**, a five-year research project of the Saskatoon Council on Aging. Older adults are a vibrant and vital part of Saskatoon and surrounding communities. In the next 20 years this population is expected to almost double. A booming older population has much to offer the cultural and economic life of our city. A growing and increasingly urban older adult population will require innovative and proactive policies, strategies and programs to ensure an optimal quality of life for all.

In response to these anticipated dramatic demographic changes, the Saskatoon Council on Aging (SCOA) launched the **Age-friendly Saskatoon Initiative** in 2011. The **Age-friendly Saskatoon Initiative** applied the research process set out by the World Health Organization Global Age-friendly Cities: A Guide (WHO 2007). The Guide provides a roadmap for addressing the issues of population aging and increasing urbanization through local research and action.

SCOA's **Age-friendly Saskatoon Initiative's** primary goals were to promote the civic engagement of older adults, gather baseline information, and develop a common foundational planning document and a policy framework for positive aging that would enable a truly age-friendly city, where older adults are both valued and empowered throughout their lives.

Work on **Phase 1**, completed in February 2012, provided a community assessment with the findings presented in the **Age-friendly Saskatoon Initiative: Findings** report. **Phase 2**, completed in 2014 and reported on in the **Age-friendly Saskatoon Initiative: Recommendations** report summarized consultation findings and presented recommended actions that called for new approaches to the way that our community responds to the issues of an aging population. The **Phase 3 Age-friendly Saskatoon Initiative: Implementation and Evaluation** report provided information about SCOA's work with community stakeholders in facilitating the implementation of recommended actions and in undertaking a preliminary evaluation of community impact.

The **Age-friendly Saskatoon Initiative** has provided considerable knowledge about older adults in the community. Older adults in Saskatoon were integral to the work in all three phases of the initiative. Hundreds of older adults provided leadership and acted as volunteers and participants. Their voices are reflected in the policy lens.

## Section One: What is an Age-friendly City?

In 2007, the World Health Organization (WHO) launched the **Global Age-friendly Cities: A Guide**, the outcome of a global project that brought together cities from around the world that were interested in addressing the issues of population aging and increasing urbanization. This research gathered information from older adults, care providers and other groups and individuals with an interest in healthy and active aging which resulted in the identification of eight key domains of community life in which communities can become more age-friendly. These domains are:

- outdoor spaces and buildings;
- transportation;
- housing;
- social participation;
- respect and social inclusion;
- civic participation and employment;
- communication and information; and
- community support and health services.\*

**\* The WHO Checklist of Essential Features of an Age-friendly City is included in Appendix A. It provides a more detailed checklist of age-friendly features in each of the eight dimensions. It can be used in conjunction with the policy lens to enhance a more detailed assessment.**

An age-friendly community benefits people of all ages. The whole community benefits when everyone lives in security, has sound housing, enjoys good health and continues to participate in society in a meaningful way. Age-friendly cities allow people of all ages to actively participate in their community, makes it easier for older people to stay connected to people that are important to them, provides support to those who need it, helps people age in place, and supports older adults to remain as healthy and as independent as possible.

In an age-friendly community, the policies, services and structures related to the physical and social environment are designed to help people “age actively.” Active aging is the process of optimizing opportunities for health, participation and security in order to enhance quality of life as people age. In an age-friendly city, policies, services, settings and structures support and enable people to age actively by:

- recognizing the wide range of capacities and resources among older people;
- anticipating and responding flexibly to ageing-related needs and preferences;
- respecting their decisions and lifestyle choices;
- protecting those who are most vulnerable; and
- promoting their inclusion in and contribution to all areas of community life.

## Section Two: What is An Age-friendly Policy Lens?

SCOA's Age-friendly Policy Lens is a self-assessment tool designed as a series of in-depth questions in each of the eight dimensions of an age-friendly city. The questions span the depth and breadth of implementing a program, process, event, or policy within organizations. The questions are accompanied by a checklist, and a recommendation to take detailed notes. It is an analytical tool (to examine in detail a program, process, event, or policy) that offers the flexibility for use to as a process tool as well (a way to bring people together to discuss), or both simultaneously.

You are invited to use the policy lens in the way that best suits your needs to:

- Guide the development of new programs, services and policies for older adults
- Review existing policies and programs for potential unintended negative effects on older adults
- Identify gaps in current policies and programs for older adults
- Evaluate policies and programs based on older adults values and needs
- Guide the development of a response to an issue or need
- Raise awareness about challenges that older adults in general, and marginalized adults in particular, may face
- Build awareness about the influence of policies and programs on older adults
- Build a shared understanding of older adults' values and concerns, and of factors that can influence their quality of life

### Why Use an Age-friendly policy lens?

The older adult population globally is growing and becoming increasingly diverse. Population projections tell us that by 2030, the year in which the youngest baby boomers will reach age 65, close to one in four persons in Canada will be aged 65 years or over (22.2% in the high-growth scenario, 22.8% in the medium-growth scenario and 23.6% in the low-growth scenario) This is a marked increase to 15.3% in 2013. (<http://www.statcan.gc.ca/daily-quotidien/140917/dq140917a-eng.htm>)

In Saskatoon, the City of Saskatoon identifies that, “the aging of Saskatoon’s population over the next 15 years will see the seniors proportion rise from 11.4% to 15%.” (<https://www.saskatoon.ca/sites/default/files/documents/asset-financial-management/finance-supply/office-finance-branch/2014-issues-and-trends.pdf>)

Ensuring appropriate age-friendly policies, programs and services are in place to support this growing demographic is essential to planning. When using this policy lens it is important to keep in mind that age-friendly translates to “friendly for everyone”. For example, community changes designed to improve the social inclusion and participation of older adults will, in most cases, mean creating a better environment for all ages and abilities targeted in the program, process, event, or policy.

Effective older adults' programs and policies take into account the increasing diversity of older adults and consider the needs of older adults at different stages of their lives. They are responsive to the needs of older adults today and in the future. They also consider older adults' issues within the larger context of the public good and ensure that focusing on older adults is not to the detriment of the population as a whole.

SCOA's multi-year **Age-friendly Saskatoon Initiative** revealed three key issues that older adults in Saskatoon identified as critical in ensuring a good quality of life:

- Older adults want to have input into policies and programs that affect them
- Ageism is the greatest barrier older adults face
- The entire community has a role to play in creating an age-friendly environment.

## **Who should use an age-friendly policy lens?**

The Age-friendly policy lens was created to be used by all individuals, groups, organizations, and businesses that serve older adults. Program managers, older adult advocates, policy makers, researchers, evaluators, service providers, educators, community based organizations and business operators will find this to be a useful tool in assessing the age-friendliness of their activities.

### **Applying an age-friendly policy lens can help to:**

- Guide the planning, development and evaluation of new and existing policies, programs, services and practices
- Determine the impact of policies, programs, services and practices on older adults' ability to optimize their health, participation, security and quality of life
- Ensure the needs and values of older adults are respected
- Ensure the contribution of older adults is a priority
- Identify gaps in current policy, practices, events, or programs regarding older adults
- Respect the diversity of the older adult population
- Consider linkages and interactions with other policies, programs, services and practices

## **How to use the Age-friendly Policy Lens**

Use this age-friendly policy lens to stimulate thinking, reflection, and further inquiry. Its checklist process is both a guide and an analytical process that can lead to choices about program or event elements, and the policy that informs those choices.

Every policy, process, event, and program is unique. The age-friendly policy lens toolkit is designed for ease of use and flexibility. There are eight dimensions that can be applied to the development or revision of policies, programs, services and practices that affect older adults. It is recommended that you use the WHO checklist as you undertake the self assessments in relevant dimensions. Not every review will require detailed input from all eight categories.

It is recommended, however, that you use the checklists along with answering the eight questions without skipping. This will help focus efforts where they are needed. Feel free to modify your approach to suit your specific needs and circumstances.

It is recommended that you read through the entire document before beginning. Gather the resources you will need to address the eight dimensions (the check boxes will help you know which resources you will need), and which you will focus on for your specific policy, program, event, service or practice.

Each question will require time, diverse input, and layered thought. You will likely return to a question multiple times as you continue to investigate the answer.

## Section Three: Guiding Principles

**Principles: Working Definitions:** The Saskatoon Council on Aging Age-friendly **Policy** Lens was developed with foundational principles that guided the development of the lens and the ways in which it will be used. The principles apply to each dimension and will be examined separately throughout the lens.

The guiding principles of the Age-friendly lens are:

- **Equitable:** Everyone has access to fair and equal treatment under the law regardless of age, race, religion, gender or ability.
- **Accessible and Affordable:** Environments, products, devices, policies, programs and services are accessible and affordable for older adults with a wide range of abilities and varying incomes
- **Inclusive:** Enables participation from everyone so that all members of the community feel welcome and included
- **Evidence Based:** Decisions are based on the best available research and expertise and the ideas and opinions of those most directly impacted
- **Empowering:** Enables older adults to experience greater confidence, and control over their life or situation
- **Security:** Takes measures that ensure physical, emotional, and financial well-being

## Section Four: Preparation

Read through the entire document first.

Gather the resources including Appendix A (WHO Checklist) and people you will need.

Prepare to apply the age-friendly **policy** lens to your work by answering the following two questions:

### **1. What is the purpose and objective of the policy, process, event, or program you are evaluating?**

▷ The answers to this question will help you prepare and focus on the questions that best apply to your policy, process, event, or program. In some instances, specific questions of the age-friendly policy lens will play more or less important roles.

### **2. Which older adults, or groups of older adults, will be most affected by this policy, program, event, or practice?**

▷ This question will help you ensure you are able to identify the older adult population you serve currently, and will get you thinking about how that population will change over time. In this way, you will identify who needs to be “at the table” for planning and implementation, and which voices are missing and need to be included.

Think about your answers to the above questions as you respond to the age-friendly policy lens below.

The policy lens uses inter-related principles that reflect values articulated by older adults, caregivers, and service providers in Saskatoon. These principles can be applied to all eight age-friendly dimensions when creating or revising policies, programs and services for older adults.



# Section Five: Age-friendly Policy Lens: A Self Assessment Tool

## Outdoor Spaces and Buildings

Well-planned, accessible and welcoming outdoor spaces and buildings encourage active aging and aging in place and allow participation of all ages in Saskatoon’s community life. Pleasant, clean environments and green spaces contribute to the age-friendliness of the city. **Examples of age-friendly outdoor spaces include:** adequate seating areas, age-friendly pavements, walkways and bicycle paths, safe pedestrian crossings, and secure spaces. Accessible buildings and public washrooms enable independence, community involvement, physical activity, socialization, environmental stimulation and an overall sense of a healthy, age-friendly community.

Respond to each item using the scale below. Indicate your response number on the line.

<b>5</b> Always	<b>4</b> Often	<b>3</b> Sometimes	<b>2</b> Rarely	<b>1</b> Never	<b>N/A</b>
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Guiding Principle: Equitable		Rating
1.	Outdoor spaces and buildings are accessible and affordable to all older adults regardless of ability and income	
2.	Way-finding cues are used to support older adults of all vision, cognition, and language abilities	
3.	Barriers to movement are identified and minimized	
4.	Principles of Universal Design (designing environments for all people across the lifespan) are incorporated to ensure accessibility	

Guiding Principle: Accessible and Affordable		Rating
1.	The diversity of the older adult population is taken into account when planning and developing outdoor spaces and buildings	
2.	There is a commitment to the provision of enabling, inclusive and inviting urban environments for older adults across the city	

Guiding Principle: Inclusive		Rating
1.	Outdoor spaces and buildings are welcoming and inviting to all older adults	
2.	Older adults from a range of backgrounds and with a range of experiences are involved in all stages of design and planning of the outdoor spaces and buildings	
3.	Older adults have opportunities for social interaction in outdoor spaces and buildings	

<b>Guiding Principle: Evidence Based</b>		<b>Rating</b>
1.	Design of outdoor spaces and buildings is based on current research, best practices and age-friendly principles	

<b>Guiding Principle: Empowering</b>		<b>Rating</b>
1.	Outdoor spaces and buildings allow for choice and individual decision making in moving around	
2.	Initiatives are undertaken to provide for older adult voices in planning and urban development	
3.	Older adults of varying ability can make use of community resources	

<b>Guiding Principle: Security</b>		<b>Rating</b>
1.	Surfaces are non-slip and non-reflective, and steps and stairs conform to accessibility standards	
2.	Psychological safety is evident in planning and design.	

### Tally your responses

**5 Always**

**4 Often**

**3 Sometimes**

**2 Rarely**

**1 Never**

**N/A**

Provide examples to support your assessment
Areas requiring improvements

# Transportation

Transportation, including walking, biking, driving and public and private transport, is a key factor influencing active aging. It is an aspect of community life that impacts many other areas. Ease of mobility enables independence and well-being by allowing older adults to participate fully in day to day activities. Therefore, transportation needs to be thought of not only in terms of its physical dimensions but also in terms of those less tangible implications of what transportation and mobility mean for older adults

Respond to each item using the scale below. Indicate your response number on the line.

<b>5</b> Always	<b>4</b> Often	<b>3</b> Sometimes	<b>2</b> Rarely	<b>1</b> Never	<b>N/A</b>
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<b>Guiding Principle: Equitable</b>		<b>Rating</b>
1.	Older adults can access a range of safe, accessible and reliable transportation options	
2.	The mobility needs of older adults are fully accounted for in transportation planning decisions	

<b>Guiding Principle: Accessible and Affordable</b>		<b>Rating</b>
1.	Streets have clear and appropriate street signage and lane markers	
2.	Spaces, such as parking lots, sidewalks, and bus stops are kept in good repair and clear of snow and ice	
3.	Older adults have access to a range of affordable transportation options	
4.	Transportation options consistently integrate barrier-free design	

<b>Guiding Principle: Inclusive</b>		<b>Rating</b>
1.	Age awareness training for drivers is provided across all transportation options	
2.	Measures exist to support confident and comfortable use of public and private transport options by older adults	
3.	Transportation planning strategies meet needs identified by older adults	

<b>Guiding Principle: Evidence Based</b>		<b>Rating</b>
1.	New, innovative and cost effective transportation options are well researched	
2.	Transportation options for older adults are based on current research, best practices and age-friendly principles	

<b>Guiding Principle: Empowering</b>		<b>Rating</b>
1.	Older adults are actively involved in transportation solutions designed for them	

<b>Guiding Principle: Security</b>		<b>Rating</b>
1.	All transportation options are safe and secure	
2.	Older adults have access to education programs that support safe driving	

### Tally your responses

<b>5 Always</b>	<b>4 Often</b>	<b>3 Sometimes</b>	<b>2 Rarely</b>	<b>1 Never</b>	<b>N/A</b>
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Provide examples to support your assessment
Areas requiring improvements

# Housing

Safe and affordable housing is essential to the health, security, independence and quality of life of older adults. Universal design of new buildings and the ability to modify and maintain existing homes are key approaches that promote aging in place and enable older adults to reside in an appropriate place for their circumstances. Innovative housing options, adequate levels of home support, and maintenance and repair programs are essential ways of supporting older adults to be independent for as long as possible.

Respond to each item using the scale below. Indicate your response number on the line.

<b>5</b> Always	<b>4</b> Often	<b>3</b> Sometimes	<b>2</b> Rarely	<b>1</b> Never	<b>N/A</b>
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<b>Guiding Principle: Equitable</b>		<b>Rating</b>
1.	There is a range of safe, affordable and accessible housing options for older adults.	
2.	Housing options allow for genuine choice and aging in place.	
3.	Strategies that support aging in place are a priority	

<b>Guiding Principle: Accessible and Affordable</b>		<b>Rating</b>
1.	The principles of universal design are incorporated into the design, planning and building of housing options for older adults	
2.	Housing adaptation and repair options that support aging in place are available and affordable	

<b>Guiding Principle: Inclusive</b>		<b>Rating</b>
1.	Respect for the diversity of the older adult population is part of urban planning	
2.	Older adults have been involved in design and planning of housing options	
3.	Housing options reflect the changing needs of older adults over time	

<b>Guiding Principle: Evidence Based</b>		<b>Rating</b>
1.	Current research and best practices are incorporated into housing design, planning and development	
2.	Innovative designs that challenge stereotypes of seniors are implemented	
3.	Flexible housing options meet future requirements of aging population	
4.	Smart technologies are incorporated in order to enable aging in place	

<b>Guiding Principle: Empowering</b>		<b>Rating</b>
1.	Access to clear and effective information about housing options and support is provided through formal and informal channels	
2.	Housing options are available that allow for older adult choice and individual decision making	

<b>Guiding Principle: Security</b>		<b>Rating</b>
1.	Housing legislation and regulations that safeguard older adults are implemented and adhered to	
2.	Older adults are informed of their rights and responsibilities related to their housing	

### Tally your responses

**5 Always**

**4 Often**

**3 Sometimes**

**2 Rarely**

**1 Never**

**N/A**

Provide examples to support your assessment
Areas requiring improvements

# Social Participation

Social participation is a collective responsibility and benefits people of all ages. It is a key component of an age-friendly community. Activities such as volunteering, participating in sports, recreational and cultural activities are forms of social participation.

Respond to each item using the scale below. Indicate your response number on the line.

<b>5</b> Always	<b>4</b> Often	<b>3</b> Sometimes	<b>2</b> Rarely	<b>1</b> Never	N/A
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<b>Guiding Principle: Equitable</b>		<b>Rating</b>
1.	A diverse range of social activities is provided	
2.	Efforts are made to reduce the impact of social inequalities on the social participation of older adults	

<b>Guiding Principle: Accessible and Affordable</b>		<b>Rating</b>
1.	Programs and services are affordable, conveniently located, and accessible	
2.	The physical environment of programs and services accommodates the diversity of older adults	

<b>Guiding Principle: Inclusive</b>		<b>Rating</b>
1.	Older adults are supported to maintain and expand social networks	
2.	Efforts are made to include marginalized groups within the older adult population by reducing barriers to participation	
3.	Social contributions of older adults are made visible	

<b>Guiding Principle: Evidence Based</b>		<b>Rating</b>
1.	Current research and best practices are used when planning policies, programs, events and services that allow for the social engagement and participation of older adults as they age	
2.	Innovation and technology are used to reduce loneliness and social isolation	

<b>Guiding Principle: Empowering</b>		<b>Rating</b>
1.	Older adults are partners in co-designing and implementing policies, programs, events or services that provide opportunities for social participation	

<b>Guiding Principle: Security</b>		<b>Rating</b>
1.	Changing life circumstances are accommodated. For example: Changing personal life experiences Poor health Changing cultural trends Changing urban environment Social inequalities	

### Tally your responses

**5 Always**

**4 Often**

**3 Sometimes**

**2 Rarely**

**1 Never**

**N/A**

Provide examples to support your assessment
Areas requiring improvements



# Respect and Social Inclusion

A commitment to respect and social inclusion of older adults is a measure of a society's support for the quality of life and social well-being of all of its citizens. A society where older adults are accepted and valued, their differences respected and their involvement recognized, encourages full and meaningful participation. It enables people of all ages to make valuable contributions to their families, neighbourhoods and city.

Respond to each item using the scale below. Indicate your response number on the line.

<b>5</b> Always	<b>4</b> Often	<b>3</b> Sometimes	<b>2</b> Rarely	<b>1</b> Never	N/A
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<b>Guiding Principle: Equitable</b>		<b>Rating</b>
1.	Organizational culture is free of ageist assumptions or stereotypes	
2.	Discriminatory practices are identified and addressed	
3.	A positive image of diversity of older adults is promoted	
4.	All older adults are supported to fulfill their potential	

<b>Guiding Principle: Accessible and Affordable</b>		<b>Rating</b>
1.	There is a commitment to ensuring that programs and services offered for older adults are affordable and accessible	
2.	The diversity of the aging experience is accommodated	

<b>Guiding Principle: Inclusive</b>		<b>Rating</b>
1.	Advertising campaigns and marketing strategies portray the diversity of older adult population	
2.	Education and awareness training that tackles ageist stereotypes and practices is provided	

<b>Guiding Principle: Evidence Based</b>		<b>Rating</b>
1.	Research regarding the prevalence of agism and its impact is used	
2.	Best practices that create a culture of inclusion and appreciation of older adults are implemented	

<b>Guiding Principle: Empowering</b>		<b>Rating</b>
1.	Older adults are full partners in co-designing and implementing respectful and inclusive policies, programs, events and services	
2.	The experience/expertise of older adults holds high value in decision making	
3.	Power imbalances are identified and addressed	
4.	Older adults are aware of their rights and responsibilities as citizens	

<b>Guiding Principle: Security</b>		<b>Rating</b>
1.	Attitudes and behaviours that marginalize and/or exclude older adults are addressed	

### Tally your responses

<b>5 Always</b>	<b>4 Often</b>	<b>3 Sometimes</b>	<b>2 Rarely</b>	<b>1 Never</b>	<b>N/A</b>
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Provide examples to support your assessment
Areas requiring improvements

# Civic Participation and Employment

Saskatchewan’s older adults are living longer, healthier lives. They have various educational backgrounds and financial realities. An age-friendly community removes barriers and creates opportunities that support older adults to share their extensive range of skills and experience through better employment options and volunteer activities. The civic participation of older adults in community affairs needs to be encouraged and supported.

Respond to each item using the scale below. Indicate your response number on the line.

<b>5</b> Always	<b>4</b> Often	<b>3</b> Sometimes	<b>2</b> Rarely	<b>1</b> Never	<b>N/A</b>
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<b>Guiding Principle: Equitable</b>		<b>Rating</b>
1.	Workplace policies and procedures support the diverse needs of older adults in the workforce	
2.	Opportunities for the civic participation of older adults are provided	
3.	The policy, program, event, or service removes barriers, accommodates older adults’ needs and enables their participation	

<b>Guiding Principle: Accessible and Affordable</b>		<b>Rating</b>
1.	Barriers to work in older age such as: discrimination, health challenges, caregiver roles are identified and mitigated	
2.	Training, retraining, or continuing skills development are provided	
3.	Volunteer programs are available, affordable, and accessible	

<b>Guiding Principle: Inclusive</b>		<b>Rating</b>
1.	Opportunities are provided for older adults to contribute to and participate in society	

<b>Guiding Principle: Evidence Based</b>		<b>Rating</b>
1.	Best practices regarding work life policies for older adults, including extension of work life, are implemented	
2.	Best practices that recognize the value of volunteerism to older adults and to society are implemented	

<b>Guiding Principle: Empowering</b>		<b>Rating</b>
1.	Older adults are engaged in identifying and tackling barriers to volunteering	
2.	The knowledge and skills that older adults bring to the workplace and volunteer experience are utilized	
3.	Opportunities for older adults to take part in decision making in public policies, programs services and events are provided	

<b>Guiding Principle: Security</b>		<b>Rating</b>
1.	Older adults are encouraged and supported to continue to contribute and to participate in society	
2.	The need for ongoing financial security of older adults is supported	

### Tally your responses

<b>5 Always</b>
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<b>4 Often</b>
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<b>3 Sometimes</b>
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<b>2 Rarely</b>
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<b>1 Never</b>
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<b>N/A</b>
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Provide examples to support your assessment
Areas requiring improvements

# Communication and Information

Relevant information and effective communication support older adults and enable them to stay connected to their community. Effective communication is accessible, timely and two-way. It incorporates best practice communication skills with individuals who have physical, cognitive and other communication needs. Accessing information is a key determinant of active aging and is critical to the overall health and well being of older adults. Communication and information is the principal vehicle upon which all dimensions depend.

Respond to each item using the scale below. Indicate your response number on the line.

<b>5</b> Always	<b>4</b> Often	<b>3</b> Sometimes	<b>2</b> Rarely	<b>1</b> Never	<b>N/A</b>
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<b>Guiding Principle: Equitable</b>		<b>Rating</b>
1.	Older adults have access to effective and timely communication and information through a variety of means	

<b>Guiding Principle: Accessible and Affordable</b>		<b>Rating</b>
1.	Barriers to communication and information such as emerging technologies are addressed	
2.	Communication and information accommodates changes in functional ability	

<b>Guiding Principle: Inclusive</b>		<b>Rating</b>
1.	Policies, programs, and services are appropriately communicated to the older adult population	
2.	Communication and information are provided in ways that are linguistically and culturally appropriate	

<b>Guiding Principle: Evidence Based</b>		<b>Rating</b>
1.	Best practices in communication and information are implemented	
2.	New communication and information systems are co-developed by and meet the needs of older adults	

<b>Guiding Principle: Empowering</b>		<b>Rating</b>
1.	Communication and information strategies are used to support older adults in making informed and meaningful choices	
2.	Assistance in adaptation to new technologies is provided	

<b>Guiding Principle: Security</b>		<b>Rating</b>
1.	Quality of communication and information is trusted and reliable	

### Tally your responses

<b>5 Always</b>	<b>4 Often</b>	<b>3 Sometimes</b>	<b>2 Rarely</b>	<b>1 Never</b>	<b>N/A</b>
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Provide examples to support your assessment
Areas requiring improvements

# Community Support and Health Services

Key to an age-friendly city is a strong network and a variety of good quality, affordable health programs and social services. Essential components include effective health promotion and disease prevention programs, acute care services, home care support, long term care and specialized care that enhance the health, well-being and independence of older adults. Community supports include a wide range of public, private and community based groups that enhance an older adult's ability to stay independent and secure. It is important to think beyond the health and social care model and to think of older adults as citizens rather than patients and clients.

**Respond to each item using the scale below. Indicate your response number on the line.**

<b>5</b> Always	<b>4</b> Often	<b>3</b> Sometimes	<b>2</b> Rarely	<b>1</b> Never	<b>N/A</b>
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<b>Guiding Principle: Equitable</b>		<b>Rating</b>
1.	Economic barriers impeding access to services are reduced	
2.	Aging in place is a key policy direction that provides for a wide range of health and community based services	

<b>Guiding Principle: Accessible and Affordable</b>		<b>Rating</b>
1.	Programs and services are well distributed, conveniently located, and easily reached by older adults	
2.	An appropriate range of programs and services is available to support older adults to age in place	
3.	Programs and services support independence of older adults	

<b>Guiding Principle: Inclusive</b>		<b>Rating</b>
1.	Health care providers have appropriate skills and training to communicate with and effectively serve older adults	
2.	Ageist barriers are eliminated	

<b>Guiding Principle: Evidence Based</b>		<b>Rating</b>
1.	Innovative and creative ways to address health and social needs of older adults are implemented	
2.	Best practices that support older adult-friendly healthcare are implemented	

<b>Guiding Principle: Empowering</b>		<b>Rating</b>
1.	Polices, programs and services allow for choice and decision-making, including the right for older adults to live at risk	
2.	Resources that support independence and quality of life of older adults are provided	
3.	Older adults are full partners in co-designing and implementing policies, programs, events and services that impact their quality of life	

<b>Guiding Principle: Security</b>		<b>Rating</b>
1.	The policy, program, event, or service ensures older adults experience physical, psychological and financial security	

### Tally your responses

**5 Always**

**4 Often**

**3 Sometimes**

**2 Rarely**

**1 Never**

**N/A**

Provide examples to support your assessment
Areas requiring improvements





# Checklist of Essential Features of Age-friendly Cities

This checklist of essential age-friendly city features is based on the results of the WHO Global Age-Friendly Cities project consultation in 33 cities in 22 countries. The checklist is a tool for a city's self-assessment and a map for charting progress. More detailed checklists of age-friendly city features are to be found in the WHO Global Age-Friendly Cities Guide.

This checklist is intended to be used by individuals and groups interested in making their city more age-friendly. For the checklist to be effective, older people must be involved as full partners. In assessing a city's strengths and deficiencies, older people will describe how the checklist of features matches their own experience of the city's positive characteristics and barriers. They should play a role in suggesting changes and in implementing and monitoring improvements.

## Outdoor spaces and buildings

- Public areas are clean and pleasant.
- Green spaces and outdoor seating are sufficient in number, well-maintained and safe.
- Pavements are well-maintained, free of obstructions and reserved for pedestrians.
- Pavements are non-slip, are wide enough for wheelchairs and have dropped curbs to road level.
- Pedestrian crossings are sufficient in number and safe for people with different levels and types of disability, with non-slip markings, visual and audio cues and adequate crossing times.
- Drivers give way to pedestrians at intersections and pedestrian crossings.
- Cycle paths are separate from pavements and other pedestrian walkways.
- Outdoor safety is promoted by good street lighting, police patrols and community education.

- Services are situated together and are accessible.
- Special customer service arrangements are provided, such as separate queues or service counters for older people.
- Buildings are well-signed outside and inside, with sufficient seating and toilets, accessible elevators, ramps, railings and stairs, and non-slip floors.
- Public toilets outdoors and indoors are sufficient in number, clean, well-maintained and accessible.

## Transportation

- Public transportation costs are consistent, clearly displayed and affordable.
- Public transportation is reliable and frequent, including at night and on weekends and holidays.
- All city areas and services are accessible by public transport, with good connections and well-marked routes and vehicles.

- Vehicles are clean, well-maintained, accessible, not overcrowded and have priority seating that is respected.
- Specialized transportation is available for disabled people.
- Drivers stop at designated stops and beside the curb to facilitate boarding and wait for passengers to be seated before driving off.
- Transport stops and stations are conveniently located, accessible, safe, clean, well-lit and well-marked, with adequate seating and shelter.
- Complete and accessible information is provided to users about routes, schedules and special needs facilities.
- A voluntary transport service is available where public transportation is too limited.
- Taxis are accessible and affordable, and drivers are courteous and helpful.
- Roads are well-maintained, with covered drains and good lighting.
- Traffic flow is well-regulated.
- Roadways are free of obstructions that block drivers' vision.
- Traffic signs and intersections are visible and well-placed.
- Driver education and refresher courses are promoted for all drivers.
- Parking and drop-off areas are safe, sufficient in number and conveniently located.
- Priority parking and drop-off spots for people with special needs are available and respected.

## Housing

- Sufficient, affordable housing is available in areas that are safe and close to services and the rest of the community.
- Sufficient and affordable home maintenance and support services are available.
- Housing is well-constructed and provides safe and comfortable shelter from the weather.
- Interior spaces and level surfaces allow freedom of movement in all rooms and passageways.
- Home modification options and supplies are available and affordable, and providers understand the needs of older people.
- Public and commercial rental housing is clean, well-maintained and safe.
- Sufficient and affordable housing for frail and disabled older people, with appropriate services, is provided locally.

## Social participation

- Venues for events and activities are conveniently located, accessible, well-lit and easily reached by public transport.
- Events are held at times convenient for older people.
- Activities and events can be attended alone or with a companion.
- Activities and attractions are affordable, with no hidden or additional participation costs.

- Good information about activities and events is provided, including details about accessibility of facilities and transportation options for older people.
- A wide variety of activities is offered to appeal to a diverse population of older people.
- Gatherings including older people are held in various local community spots, such as recreation centres, schools, libraries, community centres and parks.
- There is consistent outreach to include people at risk of social isolation.

### **Respect and social inclusion**

- Older people are regularly consulted by public, voluntary and commercial services on how to serve them better.
- Services and products to suit varying needs and preferences are provided by public and commercial services.
- Service staff are courteous and helpful.
- Older people are visible in the media, and are depicted positively and without stereotyping.
- Community-wide settings, activities and events attract all generations by accommodating age-specific needs and preferences.
- Older people are specifically included in community activities for “families”.
- Schools provide opportunities to learn about ageing and older people, and involve older people in school activities.

- Older people are recognized by the community for their past as well as their present contributions.
- Older people who are less well-off have good access to public, voluntary and private services.

### **Civic participation and employment**

- A range of flexible options for older volunteers is available, with training, recognition, guidance and compensation for personal costs.
- The qualities of older employees are well-promoted.
- A range of flexible and appropriately paid opportunities for older people to work is promoted.
- Discrimination on the basis of age alone is forbidden in the hiring, retention, promotion and training of employees.
- Workplaces are adapted to meet the needs of disabled people.
- Self-employment options for older people are promoted and supported.
- Training in post-retirement options is provided for older workers.
- Decision-making bodies in public, private and voluntary sectors encourage and facilitate membership of older people.

### **Communication and information**

- A basic, effective communication system reaches community residents of all ages.
- Regular and widespread distribution of information is assured and a coordinated, centralized access is provided.

- Regular information and broadcasts of interest to older people are offered.
- Oral communication accessible to older people is promoted.
- People at risk of social isolation get one-to-one information from trusted individuals.
- Public and commercial services provide friendly, person-to-person service on request.
- Printed information – including official forms, television captions and text on visual displays – has large lettering and the main ideas are shown by clear headings and bold-face type.
- Print and spoken communication uses simple, familiar words in short, straightforward sentences.
- Telephone answering services give instructions slowly and clearly and tell callers how to repeat the message at any time.
- Electronic equipment, such as mobile telephones, radios, televisions, and bank and ticket machines, has large buttons and big lettering.
- There is wide public access to computers and the Internet, at no or minimal charge, in public places such as government offices, community centres and libraries.

## **Community and health services**

- An adequate range of health and community support services is offered for promoting, maintaining and restoring health.
- Home care services include health and personal care and housekeeping.
- Health and social services are conveniently located and accessible by all means of transport.
- Residential care facilities and designated older people's housing are located close to services and the rest of the community.
- Health and community service facilities are safely constructed and fully accessible.
- Clear and accessible information is provided about health and social services for older people.
- Delivery of services is coordinated and administratively simple.
- All staff are respectful, helpful and trained to serve older people.
- Economic barriers impeding access to health and community support services are minimized.
- Voluntary services by people of all ages are encouraged and supported.
- There are sufficient and accessible burial sites.
- Community emergency planning takes into account the vulnerabilities and capacities of older people.