

Appendix 2

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.

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