



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	☐ Services are situated together and are
☐ Public areas are clean and pleasant.	accessible.
☐ Green spaces and outdoor seating are sufficient in number, well-maintained and safe.	☐ Special customer service arrangements are provided, such as separate queues or service counters for older people.
☐ Pavements are well-maintained, free of obstructions and reserved for pedestrians.	☐ Buildings are well-signed outside and inside, with sufficient seating and toilets, accessible elevators, ramps, railings and
$\ \square$ Pavements are non-slip, are wide enough	stairs, and non-slip floors.
for wheelchairs and have dropped curbs to road level.	☐ Public toilets outdoors and indoors are sufficient in number, clean, well-main-
☐ Pedestrian crossings are sufficient in number and safe for people with different	tained and accessible.
levels and types of disability, with non- slip markings, visual and audio cues and	Transportation
adequate crossing times.	☐ Public transportation costs are consistent, clearly displayed and affordable.
\square Drivers give way to pedestrians at intersection	
tions and pedestrian crossings.	☐ Public transportation is reliable and frequent, including at night and on weekends
☐ Cycle paths are separate from pavements and other pedestrian walkways.	and holidays.
and other podeouzian wanking/or	☐ All city areas and services are accessible by
☐ Outdoor safety is promoted by good street lighting, police patrols and community	

	Vehicles are clean, well-maintained, acces-	H	ousing
	sible, not overcrowded and have priority seating that is respected.		Sufficient, affordable housing is available in areas that are safe and close to services
	1		and the rest of the community.
	disabled people. Drivers stop at designated stops and beside		Sufficient and affordable home maintenance and support services are available.
	the curb to facilitate boarding and wait for passengers to be seated before driving off.		Housing is well-constructed and provides safe and comfortable shelter from the
	Transport stops and stations are conve-		weather.
	niently located, accessible, safe, clean, well- lit and well-marked, with adequate seating and shelter.		Interior spaces and level surfaces allow freedom of movement in all rooms and passageways.
	Complete and accessible information is provided to users about routes, schedules and special needs facilities.		Home modification options and supplies are available and affordable, and providers understand the needs of older people.
	A voluntary transport service is available where public transportation is too limited.		Public and commercial rental housing is clean, well-maintained and safe.
	Taxis are accessible and affordable, and drivers are courteous and helpful.		Sufficient and affordable housing for frail and disabled older people, with appropri-
	Roads are well-maintained, with covered drains and good lighting.		ate services, is provided locally.
		So	ocial participation
	Traffic flow is well-regulated.		Venues for events and activities are con-
	Roadways are free of obstructions that block drivers' vision.		veniently located, accessible, well-lit and easily reached by public transport.
	Traffic signs and intersections are visible and well-placed.		Events are held at times convenient for older people.
	Driver education and refresher courses are promoted for all drivers.		Activities and events can be attended alone or with a companion.
	Parking and drop-off areas are safe, sufficient in number and conveniently located.		Activities and attractions are affordable, with no hidden or additional participation, pasts
	Priority parking and drop-off spots for people with special needs are available and respected.		tion costs.

	Good information about activities and events is provided, including details about accessibility of facilities and transportation options for older people.	 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.
	A wide variety of activities is offered to appeal to a diverse population of older people.	
		Civic participation and employment
	Gatherings including older people are held in various local community spots, such as recreation centres, schools, libraries, com- munity centres and parks.	☐ A range of flexible options for older volunteers is available, with training, recognition, guidance and compensation for personal costs.
	There is consistent outreach to include people at risk of social isolation.	☐ The qualities of older employees are well-promoted.
Re	espect and social inclusion	☐ A range of flexible and appropriately paid
	Older people are regularly consulted by public, voluntary and commercial services	opportunities for older people to work is promoted.
	on how to serve them better. Services and products to suit varying needs and preferences are provided by	☐ Discrimination on the basis of age alone is forbidden in the hiring, retention, promotion and training of employees.
	public and commercial services.	☐ Workplaces are adapted to meet the needs
Ш	Service staff are courteous and helpful.	of disabled people.
	are depicted positively and without stereo-	☐ Self-employment options for older people are promoted and supported.
	typing. Community-wide settings, activities and	☐ Training in post-retirement options is provided for older workers.
	events attract all generations by accommodating age-specific needs and preferences.	☐ Decision-making bodies in public, private and voluntary sectors encourage and
	Older people are specifically included in community activities for "families".	facilitate membership of older people.
	Schools provide opportunities to learn about ageing and older people, and involve older people in school activities.	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	Community and health services
	Oral communication accessible to older people is promoted.	☐ An adequate range of health and community support services is offered for promoting, maintaining and restoring health.
	People at risk of social isolation get one-to- one information from trusted individuals.	☐ Home care services include health and personal care and housekeeping.
	Public and commercial services provide friendly, person-to-person service on request.	☐ Health and social services are conveniently located and accessible by all means of transport.
	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.	☐ 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.
	Print and spoken communication uses simple, familiar words in short, straightforward sentences.	☐ Clear and accessible information is provided about health and social services for older people.
	Telephone answering services give instructions slowly and clearly and tell callers how to repeat the message at any time.	☐ Delivery of services is coordinated and administratively simple.
	Electronic equipment, such as mobile telephones, radios, televisions, and bank	☐ All staff are respectful, helpful and trained to serve older people.
	and ticket machines, has large buttons and big lettering.	☐ Economic barriers impeding access to health and community support services
	There is wide public access to computers	are minimized.
	and the Internet, at no or minimal charge, in public places such as government offices, community centres and libraries.	☐ 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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