

Global Age-friendly Cities: a Guide



"There is no reason to fear the future but there is clearly cause to start planning."

(Participant at the forum "Boom Bust Echo: Planning for Social, Health, Economic & Cultural Readiness for the Community of Peterborough County & City", Thursday, June 5, 2008)

The World Health Organization (WHO) has developed a checklist of essential age-friendly city features. The checklist 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.

This checklist is intended to be used by individuals and groups interested in making their community and 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.

This project was conceived in June 2005 at the opening session of the XVIII IAGG World Congress of Gerontology and Geriatrics in Rio de Janeiro, Brazil. It immediately attracted interest, which has translated into generous contributions from many partners. WHO acknowledges support provided by the Public Health Agency of Canada, which was crucial for implementing the research, the participation of several cities and the publication of this Guide.

Why is such a guide important?

Population ageing and urbanization are two global trends that together comprise major forces shaping the 21st century. At the same time as cities are growing, their share of residents aged 60 years and more is increasing. Older people are a resource for their families, communities and economies in supportive and enabling living environments. WHO regards active ageing as a lifelong process shaped by several factors that, alone and acting together, favour health, participation and security in older adult life. Informed by WHO's approach to active ageing, the purpose of this Guide is to engage cities to become more age-friendly so as to tap the potential that older people represent for humanity.

An age-friendly city encourages active ageing by optimizing opportunities for health, participation and security in order to enhance quality of life as people age. In practical terms, an age-friendly city adapts its structures and services to be accessible to and inclusive of older people with varying needs and capacities.

The following provides you with some of the information WHO used in preparing this guide, we have included similar information on Peterborough for comparison.

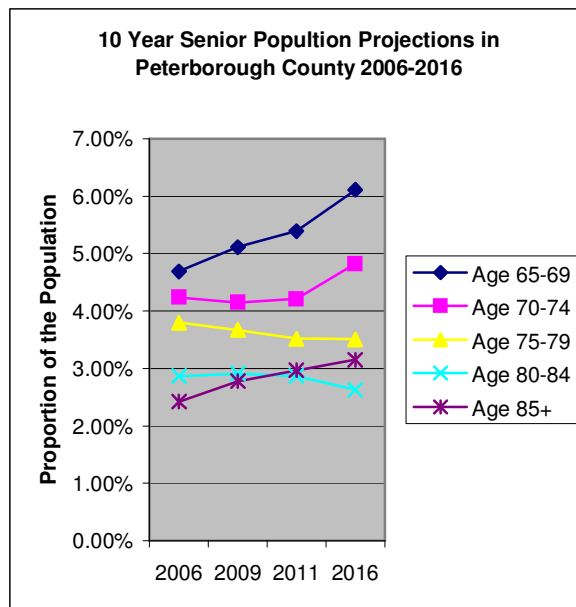
The Rationale for Global Age-friendly Cities:

The world vision:	The local reality:
<p>The world is rapidly ageing: the number of people aged 60 and over as a proportion of the global population will double from 11% in 2006 to 22% by 2050.</p> <p>By then, there will be more older people than children (aged 0–14 years) in the population for the first time in human history.</p> <p>Developing countries are ageing at a much faster rate than developed countries: within five decades, just over 80% of the world’s older people will be living in developing countries compared with 60% in 2005.</p>	<p>The seniors population increased in all three categories documented by the census. The most significant growth occurred in the 85 plus category.</p> <p>In the City this growth rate was 21.8%. It was even greater in the City-County, with an increase of 29.5%, compared to the provincial average of 27.8%.</p> <p>Source: Peterborough Social Planning Council, “The Peterborough Profile”, 2008</p>

Population by Age Groups: Dependency Rates

Municipality	All Ages	Age 0-14	Percentage of Population Age 0 -14	Age 65+	Percentage of Population Age 65 +	Old Age Dependency (1)	Child Dependency (2)
County of Peterborough	133,080	20,555	15.45%	24,725	18.58%	28.2%	23.4%

Source: Peterborough Social Planning Council, “The Peterborough Profile”, 2008




Peterborough Social Planning Council, “The Peterborough Profile”, 2008


The world vision:	The local reality:
<p>At the same time, our world is a growing city: as of 2007, over half of the global population now lives in cities. Mega-cities, that is, cities with 10 million inhabitants or more, increased tenfold from 2 to 20 during the 20th century, accounting for 9% of the world's urban population by 2005.</p> <p>The number and proportion of urban dwellers will continue to rise over the coming decades, and particularly in cities with fewer than five million inhabitants. Again, this growth is happening much more rapidly in developing regions.</p> <p>By 2030, about three out of every five people in the world will live in cities and the number of urban dwellers in the less developed regions will be almost four times as large as that in the more developed regions.</p>	<p>Population density is naturally higher in the City than the County (1282.6 vs. 15.53). The areas with the highest population density in the County itself are:</p> <ul style="list-style-type: none"> • Curve Lake First Nation (160.1 persons/ km²), • Smith Ennismore Lakefield (54.6 persons/ km²) • Cavan Millbrook North Monaghan (28.8 persons/ km²). • The overall population density for Ontario is 13.4 persons/ km² (while that of the County (including the City) is 35 persons/ km²). <p>Source: Peterborough Social Planning Council, "The Peterborough Profile", 2008</p>
<p>More older people are also living in cities. The proportion of the older adult population residing in cities in developed countries matches that of younger age groups at about 80%, and will rise at the same pace.</p> <p>Population ageing and urbanization are the culmination of successful human development during last century. They also are major challenges for this century. Living longer is the fruit of critical gains in public health and in standards of living.</p> <p>Vibrant cities benefit a country's entire population – urban and rural. To be sustainable, cities must provide the structures and services to support their residents' wellbeing and productivity. Older people in particular require supportive and enabling living environments to compensate for physical and social changes associated with ageing.</p>	<p>The 2006 census indicates that for the census area defined as Peterborough County, 57% of population is within the City of Peterborough.</p> <p>The next largest populated area is Smith Ennismore Lakefield</p> <p>There has been a 4.8% increase in the population of the City of Peterborough and a 5.7% increase in that of the County of Peterborough. In comparison, the province of Ontario grew by 6.5%. (Source: Peterborough Social Planning Council, "The Peterborough Profile", 2008)</p> <p>The percentage of people 65 and older <i>living alone</i> in Peterborough City and County is 26.8% (source: Central East LHIN).</p>


The idea of an age-friendly city presented in this Guide builds on WHO's active ageing framework . Active ageing 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;
- promoting their inclusion in and contribution to all areas of community life.

Active ageing depends on a variety of influences or determinants that surround individuals, families and nations. They include material conditions as well as social factors that affect individual types of behaviour and feelings. All of these factors, and the interaction between them, play an important role in affecting how well individuals age. Many aspects of urban settings and services reflect these determinants and are included in the characteristic features of an age-friendly city.

The Checklist developed by WHO for an age-friendly community	What our community has said through consultations – how we support the WHO’s vision
<p>Outdoor spaces and buildings</p> <ul style="list-style-type: none"> • 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 nonslip 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. 	<p>Maintain and expand facilities that will meet the changing needs of the population:</p> <ul style="list-style-type: none"> • Monitor the needs of the aging • Population • Plan/develop new facilities that integrate therapeutic elements (i.e., without stairs, accessible parking/ transit, therapy pool) • Improve the infrastructure of existing parks • Increase security including lighting • Add inviting and people friendly amenities (paths, benches, shade areas, signage, garbage receptacles, recycling) • Consider the changing needs/ expectations around parks re: changing demographics • Develop more trails and expand linkages into neighbourhoods and connect with bike lanes • Increase access for people with disabilities/ challenges • Improve the infrastructure to include more garbage pails, more benches, public washrooms <p>Source: City of Peterborough’s “Vision 2010: a Strategic Plan Update for Recreation, Parks & Culture” (2007)</p> 

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<p>Transportation</p> <ul style="list-style-type: none"> 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, and 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 	<ul style="list-style-type: none"> Re-evaluate the City’s public transportation system to improve scheduling and accessibility thus increasing rider ship Evaluate the City’s “Handivan” system to improve access for a growing sector of our community <p>Source: Proceedings of Peterborough’s First Senior’s Summit - “Improving Navigation of the System” June 18, 2009</p> <ul style="list-style-type: none"> Improve transit services Create a planning policy framework which promotes mixed-use neighbourhoods Create an outdoor public space Maximize parking space where possible Reduce car parking requirements in the downtown area Create express routes through or around the city <p>Source: Health for Life Peterborough (HFL) and Peterborough County City Health Unit released the “Community Action Plan: City-County of Peterborough” on World Health Day April 7, 2010</p> <ul style="list-style-type: none"> Peterborough can build the best public transit system of any small city in Ontario by increasing our transit mode share target from 6% by 2021 to at least 15% by 2021 and 25% by 2031 and backing those goals with adequate funding. Peterborough can build on its reputation as a highly walkable city by conducting research to determine our current walking mode share and setting ambitious targets for increasing walking in the city. When we’re not using our streets for the daily commute, let’s keep healthy on them by establishing Sunday road closures on certain streets for walking and cycling Create street beautification and traffic calming pilot projects to make streets more desirable public spaces Create a strategy for improved winter sidewalk maintenance <p>Source: Planning for Great Streets - A report on how the City of Peterborough can transform its street network into cherished public space (Peterborough Social Planning Council, 2010)</p>

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<p>Housing</p> <ul style="list-style-type: none"> • 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. 	<ul style="list-style-type: none"> • Work with the Affordable Housing Action Committee through its report “Housing is Fundamental” to promote/advocate for housing issues/change • Encourage builders/developers to take a greater role in building affordable housing as part of new residential building developments • Convince developers that affordability is their responsibility. There are examples where the private sector has invested/donated to affordable housing • Waive development charges for affordable housing and provide incentives to the developers to be part of the housing solution • Act as a broker for vacant properties holding them until developers are ready to develop them for affordable projects • Increase building standards to reduce cost of operating homes (better insulation etc.) thus making it cheaper to live and thus more affordable • Encourage conversion of older homes to affordable apartments • Regulate rooming standards <p>Source: Municipal Priorities According to our Community the results of the All Candidates Discussion held on October 5th, 2010 (prepared by the Peterborough Social Planning Council)</p> <ul style="list-style-type: none"> • Change the bylaws to increase flexibility and innovation in developing alternative housing options such as Secondary Suites and additional housing choices. <p>Source: Proceedings of Peterborough’s First Senior’s Summit - “Improving Navigation of the System” June 18, 2009</p> <ul style="list-style-type: none"> • 85% of people want to ‘age in place’ • Land use plans, zoning ordinances and building codes will need to be changed to accommodate the aging population and its issues • CHMC found that communities that are senior-friendly must have user-friendly streetscapes, availability of travel options, an affordable and diverse housing stock and proximity to convenience services (mixed land uses) <p>Source: Boom, Bust, Echo: Planning for Social, Health, Economic & Cultural Readiness for the Community of Peterborough County & City, Peterborough Social Planning Council(2008)</p>

The Checklist developed by WHO for an age-friendly community

What our community has said through consultations – how we support the WHO’s vision

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.



1. Develop and produce an inclusive Calendar of Events (including web-based product) which will include, but not be limited to:

- Seniors’ activities
- Youth programs
- Festivals
- Sports events
- Artistic, leisure and cultural and heritage activities
- Attractions
- Festivals and special events


Source: City of Peterborough’s “Vision 2010: a Strategic Plan Update for Recreation, Parks & Culture” (2007)





2. Organize a Quality of Life fair/expo to promote community program and services that will:

- Provide additional opportunities to expand the participant numbers in various activities
- Festivals and special events
- Create opportunities to better co-ordinate/plan among agencies

Note: Quality of Life will be defined to include, but not be limited to, culture, heritage, arts and recreational events/programs that provide citizens with supports to enjoy an improved lifestyle in our community.

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<p>Respect and social inclusion</p> <ul style="list-style-type: none"> • 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. 	<p>Government policies</p> <ul style="list-style-type: none"> • All levels of government will need to adjust policies to meet the needs of the aging population. • This will include promoting flexible work patterns, refining the building code etc. <p>Source: Boom, Bust, Echo: Planning for Social, Health, Economic & Cultural Readiness for the Community of Peterborough County & City, Peterborough Social Planning Council(2008)</p> 
<p>Civic participation and employment</p> <ul style="list-style-type: none"> • 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 annuities 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. 	<p>Life-long learning</p> <ul style="list-style-type: none"> • Many older adults will remain in the workforce and may require training and retraining to keep current. <p>Civic engagement</p> <ul style="list-style-type: none"> • Volunteerism increases and older adults’ physical health and agility and cognitive and mental well being • Communities will need to actively promote volunteerism <p>Source: Boom, Bust, Echo: Planning for Social, Health, Economic & Cultural Readiness for the Community of Peterborough County & City, Peterborough Social Planning Council(2008)</p> <ul style="list-style-type: none"> • the community needs opportunities to come together to plan for change and increase community capacity • Plan annual events that promote capacity building, community development and the exchange of information and education <p>Source: Proceedings of Peterborough’s First Senior’s Summit - “Improving Navigation of the System” June 18, 2009</p>

<p style="text-align: center;">The Checklist developed by WHO for an age-friendly community</p>	<p style="text-align: center;">What our community has said through consultations – how we support the WHO’s vision</p>
<p>Communication and information</p> <ul style="list-style-type: none"> • 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. 	<ul style="list-style-type: none"> • Develop a local advisory body to monitor and recommend change in the infrastructure of seniors’ services <p>Source: Proceedings of Peterborough’s First Senior’s Summit - “Improving Navigation of the System” June 18, 2009</p> <div style="text-align: center;">  </div>

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<p>Community and health services</p> <ul style="list-style-type: none"> • 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. 	<p>Health care</p> <ul style="list-style-type: none"> • Prevention programmes will be key • Access to services in rural areas will be a problem <p>Source: Boom, Bust, Echo: Planning for Social, Health, Economic & Cultural Readiness for the Community of Peterborough County & City, Peterborough Social Planning Council(2008)</p>  <p>The health and social service system must address the entire domain of a person’s needs – the physical, social, emotional and spiritual needs to support aging in place for seniors, small community centres must provide an appropriate service hub with a variety of local services</p> <p>Source: Proceedings of Peterborough’s First Senior’s Summit - “Improving Navigation of the System” June 18, 2009</p>

Population Growth Projections for Peterborough County (with City) & Townships, 2006-2016

Municipality	2006	Change (%) 2006 - 2009	2009	Change (%) 2009 - 2011	2011	Change (%) 2011 - 2016	2016	Total Change, 2006-2016
Peterborough County	134513	0.87%	135684	0.56%	136441	1.73%	138799	3.19%
Asphodel Norwood	4107	-1.39%	4050	-0.94%	4012	-2.52%	3911	-4.77%
Cavan Millbrook North Monaghan	9430	-1.79%	9261	0.93%	9347	2.08%	9541	1.18%
Douro Dummer	6940	-0.75%	6888	-0.52%	6852	-0.74%	6801	-2.00%
Galway Cavendish Harvey	4595	-0.24%	4584	-0.20%	4575	-0.68%	4544	-1.11%
Havelock Belmont Methuen	4902	2.10%	5005	1.36%	5073	3.37%	5244	6.98%
North Kawartha	2308	1.17%	2335	0.81%	2354	1.87%	2398	3.90%
Otonabee South Monaghan	7079	0.42%	7109	0.21%	7124	1.14%	7205	1.78%
Smith Ennismore Lakefield	17554	0.79%	17693	0.50%	17782	1.78%	18098	3.10%

Source: 2006-2016 estimates: MapInfo Estimates & Projections Canada

Senior Population Distribution 1981 – 2006 (Age 65+)						
Community	1981	1986	1991	1996	2001	2006
Ontario	868 185	992 695	1 183 465	1 334 090	1 472 170	1 649 180
City – County	13175	15595	19215	21435	22745	24730
City	8345	9825	11955	12965	13850	14540
County	4830	5770	7260	8470	8895	10190
Asphodel - Norwood	495	510	650	705	675	780
Cavan - Millbrook -North Monaghan	510	645	800	960	960	1175
Curve Lake First Nation	60	55	110	100	110	120
Douro – Dummer	520	590	705	830	880	1025
Galway – Cavendish & Harvey	425	550	780	1005	1020	1185
Havelock – Belmont – Methuen	585	695	765	885	985	1035
Hiawatha First Nation	20	20	15	30	40	n/a
North Kawartha	305	350	420	500	490	555
Otonabee – South Monaghan	480	535	755	855	935	1040
Smith – Ennismore - Lakefield	1410	1825	2245	2605	2815	3200
Source: 2001 Census – Statistics Canada 95F0486XXB01001 2006 Census – Statistics Canada						

Senior Population Change 1981 – 2006 (% Change)				
Community	1981 - 1991	1991 - 2001	1996 - 2001	2001 - 2006
Ontario	36.31	24.39	10.35	12.02
City – County	45.84	18.37	6.11	8.73
City	43.26	15.85	6.83	4.98
County	50.31	22.52	5.02	14.56
Asphodel - Norwood	31.31	3.85	-4.26	15.56
Cavan - Millbrook -North Monaghan	56.86	20.00	0.00	22.40
Curve Lake First Nation	83.33	0.00	10.00	9.09
Douro – Dummer	35.58	24.82	6.02	16.48
Galway – Cavendish & Harvey	83.53	30.77	1.49	16.18
Havelock – Belmont – Methuen	30.77	28.76	11.30	5.08
Hiawatha First Nation	-25.00	166.67	33.33	n/a
North Kawartha	37.70	16.67	-2.00	13.27
Otonabee – South Monaghan	57.29	23.84	9.36	11.23
Smith – Ennismore - Lakefield	59.22	25.39	8.06	13.67
Source: 2001 Census – Statistics Canada 95F0486XXB01001 2006 Census – Statistics Canada				



To view the entire guide and checklist please go to:

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http://whqlibdoc.who.int/publications/2007/9789241547307_eng.pdf

Age Friendly Cities Checklist:

http://www.who.int/ageing/publications/Age_friendly_cities_checklist.pdf

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