

Heneiddio'n Dda
yng Nghymru

Ageing Well
in Wales



Making Wales a nation of age-friendly communities

A practical guide to creating
change in your community

Cymru Older People's Alliance

COPA

Cynghrair Pobl Hŷn Cymru

Ageing Well in Wales

Ageing Well in Wales is a national Programme hosted by the Older People's Commissioner for Wales.

It brings together individuals and communities with public, private and voluntary sectors to develop and promote innovative and practical ways to make Wales a good place to grow older for everyone.

For more information, contact us on:

Email: ageingwell@olderpeoplewales.com
Tel: 02920 445 036
Website: www.ageingwellinwales.com
Twitter: [@ageingwellcymru](https://twitter.com/ageingwellcymru)

Cymru Older People's Alliance (COPA)

COPA is the independent, national organisation run by older people for older people in Wales. Its aim is that nothing is developed that affects older people without older people being involved at every stage. COPA works in partnership with local older people's forums and groups across Wales, ensuring that their voices are heard and opinions acted on.

COPA gives a strong voice to older people in Wales, informing Welsh Government, local authorities, public sector and national organisations. It learns from the experience and opinions of older people in Wales to help shape changes needed to make Wales a great place to grow old.

For more information email copa@copa.cymru

Acknowledgements

This guide was written by Dr. Alan Hatton-Yeo MBE. Alan is the Honorary Secretary of COPA and has worked closely with Ageing Well in Wales on its age-friendly communities programme. Alan has been extensively involved in the development and support of age-friendly communities, working throughout Wales, the UK and internationally.

The guide builds upon the work done by previous age-friendly community initiatives around the world. In particular, the work of the World Health Organisation (WHO) and Ontario Government, whose guides were of significant assistance and inspiration.

The information in this guide has been developed and piloted with communities in Flintshire, and we are very grateful for the support of Flintshire County Council and community groups whose help and support was invaluable.

What is the purpose of this guide?

In 2007 the World Health Organisation (WHO) launched the Age-Friendly City and Community Programme with the publication of **Global Age-Friendly Cities – A Guide**¹. Since then there has been a massive interest in this approach that has grown internationally, leading to the development of the WHO Global Network of Age-Friendly Cities and Communities and the website Age-Friendly World².

Many of the existing guides and resources supporting the development of age-friendly communities are very academic and designed for professionally organised and coordinated initiatives.

In contrast, this guide has been produced for local communities who want to take action to become more age-friendly.

External resources and tools are referenced which people can look and use if they wish, but the guide is designed as a standalone tool to be used by communities across Wales.

The model presented in this guide will be supported through the development of a national Age-Friendly Recognition scheme that is being jointly developed by COPA and the Ageing Well Network.

1 http://www.who.int/ageing/age_friendly_cities_guide/en/

2 <http://agefriendlyworld.org/en/>

What is an age-friendly community?

An Age-Friendly Community is somewhere where local people come together to change one or two things to make life better for the people who live there, particularly as they age.

It might be something small but significant such as preventing people from parking cars on pavements. This can help people to get around more easily and safely, including those with mobility problems or visual impairments and parents with young children or babies.

It might be recognising lonely people in the community and setting up activities that they can participate in, such as a casserole club where people cook and share food.

It could be the local school helping people to look after their gardens and put their bins out.

Different communities will make different decisions on what it means to be age-friendly, based on their own experiences and opinions. Whatever the choices made, it will make life better for those that live in that community.

What are the key elements that make up an age-friendly community?

In their 2007 publication *Global Age-Friendly Cities – A Guide*, the World Health Organisation identified eight key domains:

1. Outdoor space and public buildings

When people feel safe where they live and find it easy to get about, it encourages outdoor activities and community engagement. Removing barriers that limit opportunities for people with disabilities or age-related impairments improves accessibility. This allows them to participate in social activities and access important local services and businesses.

2. Transport

The condition and design of transport-related infrastructure, such as signage, traffic lights and pavements, affects personal mobility. Reliable, affordable public transport is increasingly important when driving becomes stressful or challenging.

3. Housing

Many older adults want to grow old in their own homes. The availability of appropriate, affordable housing with a choice of styles, tenures and locations that incorporate flexibility through adaptive features is essential for age-friendly communities.

4. Social Participation

Interacting with family and friends is an important part of positive mental health and having a sense of community. An age-friendly community enables older adults to interact with others and to take part in social activities.

5. Respect and social inclusion

Community attitudes, such as a general feeling of respect and recognising the role that older adults play in our society, are critical factors for establishing an age-friendly community. Age-friendly communities foster positive images of ageing and intergenerational understanding to challenge negative attitudes.

6. Civic participation and employment

Civic engagement includes the desire of older adults to be involved in aspects of community life that extend beyond their day-to-day activities, such as working, volunteering, becoming politically active, or being part of local groups and organisations.

Economic security is important for many, particularly those with low incomes. The ability to remain employed or find new employment provides economic security. It also benefits employers who recognise the experience and commitment that older employees bring to the workplace.

7. Communication and information

Staying connected with friends, families, events, news and local activities is key to ageing well. Information about community events, services and facilities needs to be available in accessible ways.

Care needs to be taken about where information is made available to ensure it is accessible to older people (especially relevant for online sources of information).

8. Community support and health services

Accessible and affordable health and care services are crucial to keep older people healthy, independent and active.

Care and health services need to be conveniently located to where older people live, with adequately trained staff. A wide variety of services are required, including preventative care models, social workers, day care centres and support and respite facilities for carers.

How do you become an age-friendly community?

Being an age-friendly community is not about achieving a standard, it is about making a decision to make improvements that will be of benefit to community members.

You can use the eight domains above to help you think about your community, but don't feel you have to address them all. You might decide, for example, that the action that would make the greatest impact on people's lives would be to improve local transport through a voluntary driver scheme. You would then need to think about how you could make this a reality and how you could demonstrate it had made a difference.

To help you in this journey we have developed an eight step process, detailed below. As communities around Wales take action to become age-friendly, we will share their experiences and good ideas to help you on the Ageing Well in Wales website³.

³ <http://www.ageingwellinwales.com/agefriendly>

Step 1: Get people together

The first step in establishing an age-friendly community is to talk to local stakeholders to agree how you will work together to develop your initiative. Community stakeholders include older residents, business owners, council staff, service providers, voluntary organisations, schools, and any others who share a commitment to making their community better for all.

Form a Steering Committee

Gather people from various backgrounds, professions and experience who are willing to lead and create a vision.

Create Guiding Principles

Once you have formed your steering committee, organise a planning session to begin to establish your community's vision and values.

Build Partnerships

Consider the partnerships you already have, and who you need to get involved. What local businesses, charities, voluntary groups or other organisations could lend support to your process? Consider reaching out to potential funders. Your local County Voluntary Council (CVC) can help you identify groups and organisations where you live. A full list of all CVCs can be found in the **Useful Contacts** section of this guide.

Step 2: Start a conversation

This could be through an event, a shared meal or a series of conversations with existing groups. Look at the good things that are already going on and start talking about what would make things better. Focus on those things that the community has control of itself.

You might find it useful to get someone from outside the community to act as facilitator to these conversations. Sometimes people aren't very good at recognising the wonderful assets that exist where they live.

Start to gather information. Assess how age-friendly your community is:

- Organise public meetings.
- Talk to volunteers from local organisations who work with older people.
- Distribute questionnaires to residents. The eight WHO domains and the age-friendly checklist at the back of this guide can be used to get ideas of what to ask.
- Find out what information already exists. Local community plans and Council surveys can be very useful. Every local authority in Wales has produced an Ageing Well Local Plan, which details their commitments to support age-friendly communities. You can request a copy of the plan from your local authority.

Step 3: Agree your priorities

Discuss priorities and begin to identify goals. Take these ideas and be realistic on what can be achieved. Agree one or two tangible things that you could do that would make a positive difference for people in your community. Pick things that you can do together and where there is a shared understanding of the need for change.

Focus on outcomes, don't just discuss what you are going to do. Be very clear from the beginning what change you want to see as a result of the actions your community takes.

Step 4: Get practical

It's now time to start to turn your ideas into action.

- How are you going to achieve your goals?
- What needs to happen?
- Who is going to do what and when are they going to do it?

Check that your goals are achievable and where you will be able to see the difference that has been made.

Agree a plan of action. Action planning involves:

- Analysing any information you have collected.
- Identifying what you will do to become more age-friendly.
- Agreeing the steps needed to achieve this.

- Deciding how will you evaluate your plan and monitor its progress.

You can often come up with the plan of action in informal ways such as brainstorming sessions among committee members. It is best however to build your plan around open discussion, addressing specific questions relating to concerns that people in your community have.

- What ideas and options are available to address the issue?
- What are the barriers to these?
- What approaches exist (if any) to overcome these barriers?
- What are the priority actions?
- What resources are currently available to implement the actions?
- What specific steps are needed in the short and medium term to implement the actions
- Who will be responsible for each step?

Step 5: Get recognised for your efforts

Submit your plan to the Ageing Well in Wales team for recognition as a community that is working to become more age-friendly. Share your experience and ideas with others, and talk to others working to make their communities age-friendly. Use this to promote your scheme and to raise the profile of your initiative.

Step 6: Make it happen

Work together on implementing your plan. In some cases things may go better than expected. If things don't go quite how you expected don't get disheartened, take the time to understand why. Were your original assumptions inaccurate? What have you learnt? Use those experiences to decide how to go forward.

Step 7: Measure the difference you make

Think about how you can measure the success of your plan. Have your actions made the difference you expected?

People are often nervous of the idea of evaluation. However, evaluating your achievements is important, and doesn't have to be complicated. Once you have decided what you want to change, think about how you can measure that change. Evaluation can help you identify the positive

changes that you have made, and make improvements to future plans.

Example

Your initial plan chose to address concerns about cars parked on pavements. In this case you could do an initial survey, taking photos and counting the number of vehicles parked illegally and thoughtlessly at the start of your project. You could then repeat this at the end of the project to see if there had been a reduction. You could also survey local people before and after the project to see if they had detected a change and felt that things had improved.

Your actions may have wider benefits than you originally planned. Look out for any unexpected side benefits of your project. Such side benefits can often be important changes in their own right, such as:

- People knowing more about what is going on.
- More people volunteering.
- People feeling more part of their community.

Step 8: Celebrate your success (and think about what you'd like to change next)

Hold a community party to celebrate what you have achieved together. Congratulate yourselves and each other and the way you have demonstrated your commitment to being age-friendly.

When the celebration is over, pause and take a deep breath. Remind yourselves that being age-friendly is an ongoing process. You can always find ways to make things even better.

So now, go back to Step 2 and look at the next thing you want to change. This time there will probably be new people and partnerships involved, reflecting your previous efforts. Be proud of that recognition - a great place to grow old whatever your age!

Useful Contacts

Age-Friendly Culture Network

A national initiative launched in collaboration with Age Cymru, Ageing Well in Wales, Arts Council Wales, Gwanwyn and Amgueddfa Cymru - National Museum Wales. The network brings together individuals and organisations from arts, culture and heritage sectors from all over Wales to share skills, knowledge and good practice.

For more information, email bigpit@museumwales.ac.uk

Age-Friendly World

World Health Organisation website which shares information about various age-friendly initiatives.

<https://extranet.who.int/agefriendlyworld>

Ageing Well in Wales

National partnership programme supporting individuals, communities and organisations to work together and make Wales a good place to grow older. Maintains an online compendium of useful resources on age-friendly communities (www.ageingwellinwales.com/agefriendly)

Email: ageingwell@olderpeoplewales.com

Phone: **02920 445 030**

Alzheimer's Society

Supports the development of Dementia Friendly Communities in Wales, which incorporate a number of age-friendly concepts.

www.alzheimers.org.uk/info/20079/dementia_friendly_communities

COPA (Cymru Older People's Alliance)

The independent, national organisation run by older people for older people in Wales. COPA gives a strong voice to older people in Wales, informing Welsh Government, local authorities, public sector and national organisations.

Email: copa@copa.cymru

CVCs (County Voluntary Councils) in Wales

Anglesey

01248 724 944

Medrwn Môn

www.medrwnmon.org

Blaenau Gwent

01633 241 550

GAVO (Gwent Association of Voluntary Organisations)

www.gavowales.org.uk

Bridgend

01656 810 400

BAVO (Bridgend Association of Voluntary Organisations)

www.bavo.org.uk

Caerphilly **01633 241 550**
GAVO (Gwent Association of Voluntary Organisations)
www.gavowales.org.uk

Cardiff **029 2048 5722**
C3SC (Cardiff Third Sector Council)
www.c3sc.org.uk

Carmarthenshire **01267 245 555**
CAVS (Carmarthenshire Association of Voluntary Services)
www.cavs.org.uk

Ceredigion **01570 423 232**
CAVO (Ceredigion Association of Voluntary Organisations)
www.cavo.org.uk

Conwy **01492 534 091**
CVSC (Community & Voluntary Support Conwy)
www.cvsc.org.uk

Denbighshire **01352 744 000**
DVSC (Denbighshire Voluntary Services Council)
www.dvsc.co.uk

Flintshire **01633 241 550**
FLVC (Flintshire Local Voluntary Council)
www.flvc.org.uk

Gwynedd

01286 676 626

Mantell Gwynedd

www.mantellgwynedd.com

Merthyr Tydfil

01685 353 900

VAMT (Voluntary Action Merthyr Tydfil)

www.vamt.net

Monmouthshire

01633 241 550

GAVO (Gwent Association of Voluntary Organisations)

www.gavowales.org.uk

Neath Port Talbot

01639 631 246

NPTCVS (Neath Port Talbot Council for Voluntary Service)

www.nptcvs.com

Newport

01633 241 550

GAVO (Gwent Association of Voluntary Organisations)

www.gavowales.org.uk

Pembrokeshire

01437 769 422

PAVS (Pembrokeshire Association of Voluntary Services)

www.pavs.org.uk

Powys

01597 822 191

PAVO (Powys Association of Voluntary Organisations)

www.pavo.org.uk

Rhondda Cynon Taf

01443 846 200

Interlink RCT

www.interlinkrct.org.uk

Swansea

01792 544 000

SCVS (Swansea Council for Voluntary Service)

www.scvs.org.uk

Torfaen

01495 742 420

TVA (Torfaen Voluntary Alliance)

www.tvawales.org.uk

Vale of Glamorgan

01446 741 706

GVS (Glamorgan Voluntary Service)

www.gvs.wales

Wrexham

01978 312 556

AVOW (Association of Voluntary Organisations in Wrexham)

www.avow.org

RNIB Cymru

Supports people in Wales living with sight loss. Provides useful guidance on formatting and style of accessible written information.

Email: **cymru@rnib.org.uk**

Phone: **02920 828 500**

Volunteering Matters

Supports volunteers in a variety of schemes in Wales.

Web: **www.volunteeringmatters.org.uk/category/wales**

Phone: **02920 464 004**

Further Reading

None of the resources referenced below are required in order to use this guide and to start to make your own community more age-friendly. They are included for those who would like to read more about various age-friendly community initiatives and schemes.

Age-friendly resource hub, Ageing Well in Wales
www.ageingwellinwales.com/agefriendly

Age-friendly resource manual, International Federation on Ageing
www.ifa-fiv.org/wp-content/uploads/2015/03/Age-Friendly-Communities-Resource-Manual.pdf

Clear print guidelines, RNIB and Sensory Trust
www.sensorytrust.org.uk/resources/connect/infosheet_clearlargeprint.pdf

Creating an age-friendly Wales, Age Cymru
www.ageuk.org.uk/cymru/age-friendly-wales

Finding the right fit: Age-friendly community planning, Ontario Seniors' Secretariat
www.seniors.gov.on.ca/en/resources/AFCP_Eng.pdf

Global age-friendly cities: A guide, World Health Organisation

http://apps.who.int/iris/bitstream/10665/43755/1/9789241547307_eng.pdf

Measuring the age-friendliness of cities, World Health Organisation

http://apps.who.int/iris/bitstream/10665/203830/1/9789241509695_eng.pdf?ua=1

What are age-friendly environments? AFE-INNOVNET

www.healthyageing.eu/sites/www.healthyageing.eu/files/resources/Brochure_What%20are%20Age-friendly%20Environments_0.pdf

Age-Friendly Checklist

This checklist incorporates information from the Checklist of Essential Features of Age-friendly Cities developed by the World Health Organization, and Age-Friendly Rural and Remote Communities: A Guide, developed by the Federal / Provincial / Territorial Ministers Responsible for Seniors of Alberta, Canada.

The checklist provides a guide for your community to undertake an age-friendly assessment. It outlines common features found in age-friendly communities and is organised around major aspects of community life.

Use the checklist to help identify your priorities, the positive things that are already in place and the gaps that exist. It also provides a framework that can be used to develop indicators to evaluate your action plan.

Outdoor spaces and buildings

Pavements and pathways

<input type="checkbox"/>	Pavements and pathways are accessible, well-maintained and well-lit.
<input type="checkbox"/>	Pavements are continuous, with low curbs and can accommodate mobility devices such as walkers, wheelchairs, scooters, and strollers.
<input type="checkbox"/>	Streets are well-maintained.

Public toilets and rest areas

<input type="checkbox"/>	Public toilets are accessible and can accommodate people with a variety of disabilities (e.g. accommodations include push buttons, wide doors, hand rails and locks that are easy to open).
<input type="checkbox"/>	Public washrooms and rest areas are located at convenient locations with proper signage (e.g. large print, good colour contrast, Braille).
<input type="checkbox"/>	Accessible benches are located along streets, paths or trails, and are spaced at regular intervals.

Safety and security

<input type="checkbox"/>	Programmes and policies are in place to support community safety and crime prevention.
<input type="checkbox"/>	Neighbourhoods are well lit.

Amenities (such as shops, places of worship, government buildings and community centres)

<input type="checkbox"/>	Services are grouped together, located in close proximity to where people live.
<input type="checkbox"/>	Services and shops can be easily accessed (e.g. they are located on the ground floor of buildings, include wheelchair ramps, etc.).

Buildings

Public buildings and businesses are accessible and have:

- | | |
|--------------------------|--|
| <input type="checkbox"/> | ramps with a slope appropriate for people using walkers, wheelchairs, mobility scooters, and strollers. |
| <input type="checkbox"/> | few, or no, stairs to get into buildings and within buildings, or alternative ways to enter and access buildings. |
| <input type="checkbox"/> | non-slip flooring. |
| <input type="checkbox"/> | doors that are easy to open. |
| <input type="checkbox"/> | accessible washrooms located on the main floor. |
| <input type="checkbox"/> | parking that is well-maintained and easy to access (including considerations such as use of tactile markers and good colour contrast). |

Transportation

Roads

<input type="checkbox"/>	Roads are well maintained, well lit and are supported by clearly visible signage.
<input type="checkbox"/>	Traffic flow is well regulated.
<input type="checkbox"/>	Roadways are free of obstructions that block drivers' vision.
<input type="checkbox"/>	Traffic signs and junctions are visible and well-placed.
<input type="checkbox"/>	Pedestrian crossing controls allow adequate time for people with limited mobility to cross.

Parking

<input type="checkbox"/>	Parking spaces and street parking are located close to amenities.
<input type="checkbox"/>	Parking regulations are enforced (e.g. preventing people from parking in emergency zones and parking spaces for persons with disabilities).
<input type="checkbox"/>	There are sufficient numbers of parking spots for persons with disabilities. Parking and drop-off areas are safe and sufficiently marked.

Transportation services

<input type="checkbox"/>	Accessible, affordable and convenient public transportation options are available.
<input type="checkbox"/>	Public transportation services are easy to use, with well-marked routes and vehicles.
<input type="checkbox"/>	Public transportation services are reliable and frequent, and meet the needs of citizens.
<input type="checkbox"/>	Vehicles used for public transport are clean, well-maintained, and accessible, not overcrowded and have priority seating that is respected.
<input type="checkbox"/>	Where public transportation is limited, volunteer and/or private transportation services are available.
<input type="checkbox"/>	Affordable and accessible community transportation services (e.g. minibuses) are available to take people to medical appointments, shopping excursions and community events.
<input type="checkbox"/>	Affordable and accessible community transportation services are available to take people to appointments and events in different areas.

<input type="checkbox"/>	Taxis or similar options are available, accessible and affordable to those who need them.
<input type="checkbox"/>	Accessible transportation for people with a variety of disabilities, including mobility challenges, is available across the range of transportation services.

Information

<input type="checkbox"/>	Information is provided to older people and people with disabilities in alternate formats (including large print) about the range of transportation services (public and private) available to them, including information on how and where to access them, schedules and fees.
<input type="checkbox"/>	The use of public and alternative transportation is promoted in the community.

Housing

Housing options

<input type="checkbox"/>	A range of appropriate and affordable housing options (including for sale and for rent) is available.
<input type="checkbox"/>	Housing is located in close proximity to public, commercial and other services.
<input type="checkbox"/>	Housing options (including houses and flats) are available that are responsive to local needs, including the needs of older people, people with disabilities and young families.

Ageing in the right place

<input type="checkbox"/>	Home supports (e.g. home maintenance and personal care) are available to enable older people to live at home.
<input type="checkbox"/>	Systems are in place and available to assist older people who live alone (e.g. volunteer services, networks of neighbours or community members) who may have mobility or health challenges.
<input type="checkbox"/>	Housing modifications are available and affordable, with financial assistance provided for those on low incomes.

<input type="checkbox"/>	New housing is built to accommodate individuals and families at different life stages and/or to allow people to adapt their homes to meet changing needs.
<input type="checkbox"/>	New housing is encouraged to consider principles of universal design (for example, interior spaces have even surfaces and are wheelchair accessible to allow freedom of movement in all rooms and passageways).
<input type="checkbox"/>	Information on financial assistance programs for home modifications is readily available and easily accessible by those who need it.

Social participation

Events and activities

<input type="checkbox"/>	There are a range of events and activities for people of all ages, including physical and recreational activities, spectator sporting events, community and school related events, cultural events, etc.
<input type="checkbox"/>	Activities available include outdoor and indoor activities.
<input type="checkbox"/>	Community events and activities are intergenerational and designed to appeal to people of different ages, abilities and backgrounds.
<input type="checkbox"/>	Community events and activities are held in locations that are served by affordable and accessible transportation.
<input type="checkbox"/>	A range of learning opportunities are accessible and affordable, and located in places that are well served by public transportation (e.g. community centres, universities, colleges).
<input type="checkbox"/>	Community activities are well publicised to all community members through a variety of methods, including those appropriate for people with disabilities.

Community activities and events are held in locations that are accessible to all, including people with disabilities.

Preventing loneliness and unwanted isolation

People who do not, or cannot, leave their homes receive visits from community agencies, organisations or volunteers.

There are ongoing outreach efforts to include people who are at risk of social isolation.

A culture of inclusion and “neighbours helping neighbours” is promoted in the community.

Respect and social inclusion

<input type="checkbox"/>	All citizens are treated respectfully.
<input type="checkbox"/>	Programmes are available to children and young people that focus on how to treat other members of the community with respect and empathy.
<input type="checkbox"/>	Citizens of all ages and abilities have the opportunity to provide their input on community matters, and are encouraged to participate in community dialogues and conversations.
<input type="checkbox"/>	People who provide services to the public (including health, care, business, and public services) are courteous, helpful and attuned to the needs of citizens with varying degrees of physical and cognitive abilities.
<input type="checkbox"/>	Community-wide settings, activities and events are accessible to all.

Participation and employment opportunities

Civic participation

<input type="checkbox"/>	People of varying ages, abilities and backgrounds are well represented on councils, boards and committees.
<input type="checkbox"/>	A range of volunteer opportunities are available that meet the interests of community members, including older people and people with disabilities.
<input type="checkbox"/>	Volunteering options allow for intergenerational interaction.
<input type="checkbox"/>	Opportunities for volunteering are flexible to accommodate people with differing interests, needs and preferences.

Employment

<input type="checkbox"/>	Hiring policies encourage diversity in age and ability as well as skills and experience.
<input type="checkbox"/>	Workplaces offer flexible work scheduling options such as part-time or seasonal employment, job sharing, and / or compressed work weeks.

<input type="checkbox"/>	Employee development opportunities, such as training in new technologies and career development, are available to all workers.
<input type="checkbox"/>	Retirement programs and policies support the participation of all, regardless of age, should they choose to remain in the workforce.

Accessibility

<input type="checkbox"/>	Transportation is available and accessible to older adults who want to participate in voluntary or community work, or paid employment.
<input type="checkbox"/>	Workplaces are willing and able to adapt worksites to meet the needs of people with disabilities and those with reduced mobility.

Communication and information

<input type="checkbox"/>	There is regular and reliable distribution of information about events and programmes (including contact information) through local government and/or voluntary organisations.
<input type="checkbox"/>	There are regular and reliable mechanisms to disseminate information about community events and programs (including contact information) and topics of interest.
<input type="checkbox"/>	Information is displayed where residents conduct their daily activities such as post offices, banks, supermarkets, places of worship, community centres and town halls.
<input type="checkbox"/>	Information is provided to people who are socially isolated from service providers through mechanisms such as volunteer callers and visitors, home support workers, hairdressers, or caretakers.

Community support and health services

Home health and support services

<input type="checkbox"/>	An adequate range of health and community support services are offered for promoting, maintaining and restoring health.
<input type="checkbox"/>	Affordable and available health and home support services (e.g. personal care, housekeeping, home maintenance) are in place and available in a timely manner.
<input type="checkbox"/>	Affordable meal options are available in the community (e.g. meals on wheels, regular community dinners).
<input type="checkbox"/>	Delivery services (e.g. of groceries, medicines, etc.) or escorted shopping services are available in the community.

Facilities

<input type="checkbox"/>	Transportation is available and accessible to older adults who want to participate in voluntary or community work, or paid employment.
<input type="checkbox"/>	Workplaces are willing and able to adapt workplaces to meet the needs of people with disabilities and those with reduced mobility.

Health and community service facilities are fully accessible by citizens with all levels of mobility.

Community and information

People are kept well informed through a variety of media of the services they may be eligible for and how they are accessed.

Information is provided to families who are, or will be, caring for others.

Community emergency planning takes into account the vulnerabilities and capacities of all.