Age-Friendly Policy

ORGANISATIONAL POLICY

POLICY REFERENCES	
• Sponsor:	Community Development Manager
• Effective date:	4 April 2019
• Internal review due:	4 April 2024
• Legal compliance:	Local Government Act 2002 and amendments
• Policy Number	CD05
• Approved by Community Development Committee	4 April 2019

Purpose

The purpose of the Policy is to ensure that Council's strategic and operational decisions explicitly take into account Tasman's ageing population and consider the needs of the growing number of older residents.

The Policy describes:
- the commitments Council has made to acknowledge the ageing population,
- the issues facing the community,
- the principles that guide this Policy, and
- the key areas where Council can influence to promote positive outcomes and wellbeing for our older residents.

The Policy identifies ways we can address the challenges and opportunities of an ageing population.

Context and Scope

This Policy replaces Council's 2004 Positive Ageing Policy, which was developed jointly with Nelson City Council.

The Policy aligns with the following Community Outcomes from the Long Term Plan 2018-2028:
- Our urban and rural environments are people-friendly, well-planned, accessible and sustainably managed
- Our infrastructure is efficient, cost effective and meets current and future needs
- Our communities are healthy, safe, inclusive and resilient
- Our communities have opportunities to celebrate and explore their heritage, identity and creativity
- Our communities have access to a range of social, cultural, educational and recreational facilities and activities
- Our Council provides leadership and fosters partnerships, a regional perspective, and community engagement
- Our Region is supported by an innovative and sustainable economy

The commitments made in this Policy will inform decisions within Activity Management Plans, Long Term Plans, Tasman Resource Management Plan and related projects, policies, strategies, and bylaws.

The Policy focuses on areas where Council is the lead service provider or where it can have a significant impact, such as:
- Transportation infrastructure and services, including footpaths, pedestrian crossings, cycleways, public transport, and parking
- Public spaces, parks, reserves and facilities, public toilets
- Housing
- Council buildings
- Customer service and communication
- Social participation, events and recreation facilities
- Rates affordability

In the national context, the Office for Seniors is currently in the process of updating the New Zealand Positive Ageing Strategy (to update the 2001 Strategy) which is expected to be completed in 2019. The Office for Seniors is giving effect to the current Positive Ageing Strategy through the Age-Friendly New Zealand programme. In June 2018, New Zealand became an affiliate member of the World Health Organisation (WHO) Global Network of Age-friendly Cities and Communities.

In addition, there is currently a Local Government (Community Well-being) Amendment Bill in progress which aims to restore the purpose of local government "to promote the social, economic, environmental, and cultural well-being of communities".

Key Terms

Older people: people aged 65 years and over

Accessibility: to enable persons with disabilities to live independently and participate fully in all aspects of life by taking appropriate measures to ensure they can access, on an equal basis with others, the physical environment, transportation, information and communications, and other facilities and services open or provided to the public, both in urban and in rural areas.[1]

Ageing population: an increase in the percentage of the population that are aged 65 years and over

Age-Friendly: features which comply with the WHO <u>Checklist</u> (see Appendix)

Age-Friendly Community[2]:
One which:
- Respects the rights of older people
- Celebrates older people – including their capacities, resources, life-styles and preferences
- Addresses inequality in the community, for example disability, sexual orientation, socioeconomic status, ethnicity, religion/beliefs, rural/urban
- Values older people and encourages them to participate in community life
- Connects people across all ages

Universal Design: A Universal Design approach designs inclusively for human diversity and various life situations, such as old age, disability, injury, childhood and pregnancy. It can apply to the design of buildings, environments, products, services and information so that they can be accessed and understood by all people, regardless of their age or ability.

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[1] <u>United Nations Convention on the Rights of Persons with Disabilities</u>, ratified by New Zealand in September 2008.
[2] From <u>Office for Seniors</u>

Policy

Vision

The Tasman District will be a vibrant age-friendly community where older people are valued, visible and socially connected. Council services, activities and housing will be accessible and affordable.

Guiding Principles

Tasman District Council is committed to providing an environment that improves the health, wellbeing and participation of older people in our urban and rural communities.

We will:

- Make provision for the ageing population in our strategic plans, recognising that the key issues (social connection, accessibility and affordability) are interconnected.

- Recognise that older people are not a homogenous group - physically, economically or culturally, and encourage elimination of stereotypes, including ageism.

- Recognise that an age friendly community is one that almost always works for everyone.

- Acknowledge that Council, Nelson Marlborough Health, Central Government, and the community, including older people themselves, all play a role in contributing to develop an age-friendly community.

- Focus on areas which align with the purpose of local government, as defined in the Local Government Act.

- Acknowledge and encourage the contributions made by older people to our community.

- Support other agencies and community groups to improve outcomes for older people.

- Promote awareness of and advocate for the needs of older people for services provided by Central Government or the private sector.

- Recognise that there are already a great number of services and facilities that provide positive outcomes for older people, which the Policy will build on and promote.

- Respect older people and their right to contribute to decision making that affects them.

- Engage with older people, communicating and providing information in a way that is accessible to them.

- Be guided by the World Health Organisation Age Friendly Checklist (see Appendix).

- Monitor and report on the effectiveness of measures to address ageing issues.

Background

Like most of New Zealand, Tasman's population is ageing, which means we have an increasing number and percentage of residents aged 65 and over. Based on current demographic trends and assumptions, the number of older residents in Tasman is projected to almost double over the next 20 years.

This has implications for Council as well as for the wider community and economy.

The trends and implications that have informed this Policy are detailed in a research report, Tasman's Ageing Population – July 2018. The report is available on Council's website. The Policy will be reviewed at least every five years to take into account the latest demographic statistics and projections.
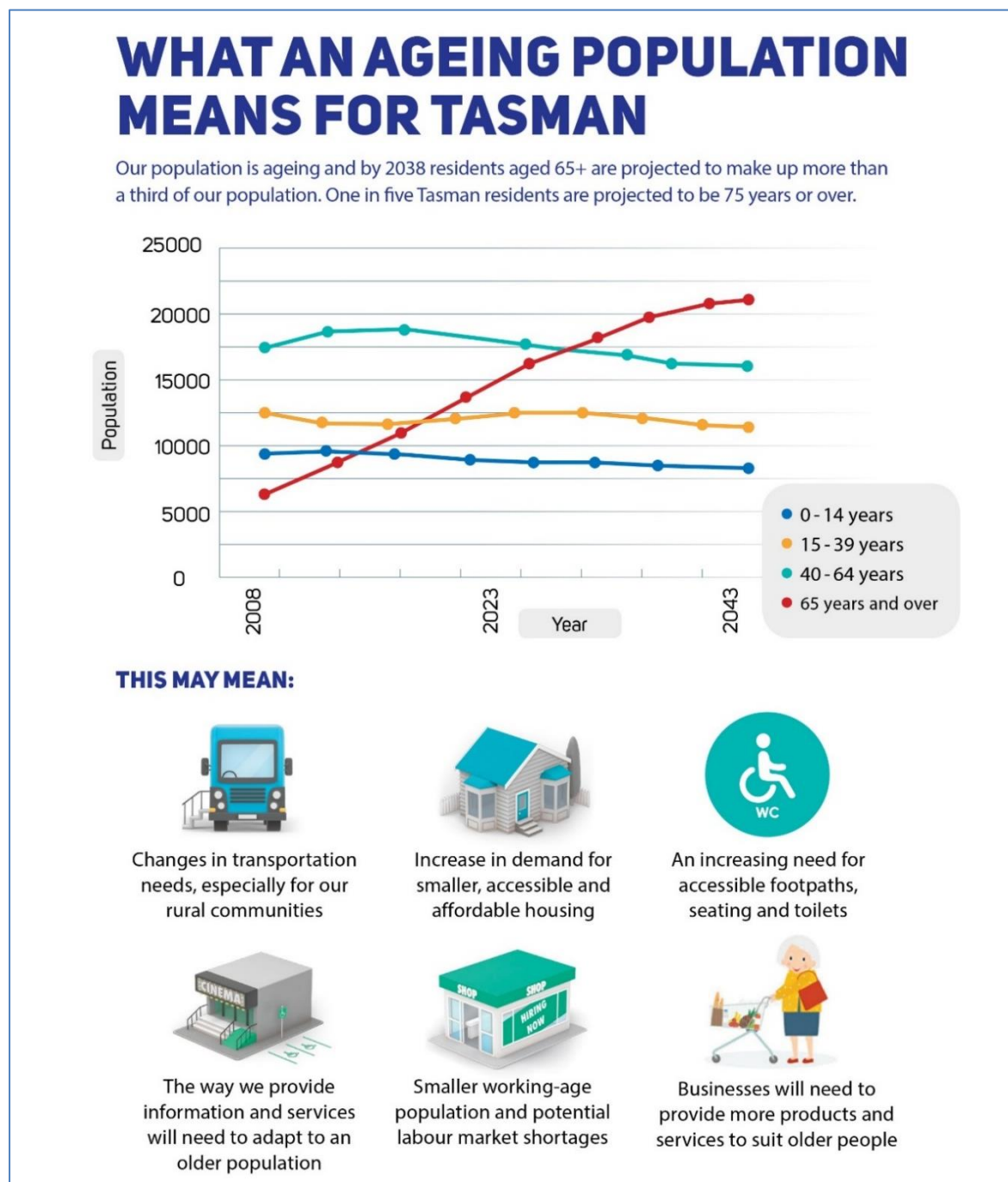
<u>Goals, Issues and Council's Response</u>

This Policy outlines the issues and implications of an ageing population for Tasman, and the goals and objectives for Council to improve the wellbeing of the growing number of older residents.

Council's role in developing an age-friendly community and improving the wellbeing of older residents includes the following:

- **Provide**: services and projects managed by Council (may include co-funding from New Zealand Transport Agency and other income streams), such as transportation infrastructure, reserves and facilities, public toilets, housing units for older people, customer service, communication, public transport (with Nelson City Council)
- **Enable and Encourage**: regulatory measures (such as Tasman Resource Management Plan, Development Contributions Policy, Land Development Manual, bylaws, Housing Accord) and/or non-regulatory measures (such as promotion, education and Urban Design Panel) to encourage businesses and the community to consider the needs of older people
- **Support**: Community Grants Scheme, advice and expertise, contracts for services, partnerships or other part-funding, letters of support for funding applications
- **Advocate and Engage**: submissions to Central Government, presentations to stakeholders (such as Developers' Forum), relationships with Nelson Marlborough Health, Ministry of Social Development and other government agencies

Implementation of the Policy will be progressive over time and throughout the district. We've outlined some suggested methods for implementation of the Policy. Most of these methods are currently underway. The suggested methods have been grouped in terms of their timeframes for implementation, with short-term methods being ongoing or planned to start within three years and medium-term methods being those which Council plans to start implementing within ten years. The suggested methods in the Policy will be reviewed in response to new information, changing technology, and changing circumstances.

Our community has told us that the main issues for our older residents are social connection, accessibility, and affordability. Closely linked to these issues is the need for a range of transport and housing options, particularly in rural communities.

SOCIAL PARTICIPATION, HEALTH AND WELLBEING

Goal: Increasing opportunities for older people to enjoy social connection and safe, healthy, active lifestyles

Issue: There is a need to increase opportunities for our older residents to make social connections. A quarter of older Tasman residents live alone and the community has told us that loneliness and social isolation is a key issue facing older people. However, community feedback has also indicated relatively high levels of satisfaction with the current provision of events and activities for older people. Community feedback has indicated support for organised/structured activities but also for vibrant town centres, with public spaces and seating, which encourage informal and incidental opportunities for social connection.

Older people are more likely to volunteer, making a positive contribution to the wider community as well as achieving social connection.

Physical recreation opportunities have health benefits and provide social connection. Although many of Tasman's older residents report relatively active lifestyles, they can have different needs and preferences for the types of activities.

Council's Objectives:

- Support Council-owned community-managed facilities to deliver a range of affordable and accessible events and activities for older people
- Support community-based initiatives to encourage community connection and lifelong learning for older people
- Continue to support the provision of social activities, recreation opportunities, and support services for older residents in rural communities
- Provide and support age-friendly and intergenerational community events and recreational services
- Public spaces and community facilities are accessible, attractive destinations and provide opportunities for social connection
- Provide options for physical activity that meet the needs of older residents
- Consider the health impacts on older people when developing relevant strategies and policies
- Take a coordinated approach to supporting and promoting health and support services and activities for older people

Suggested Methods
Short-term (ongoing or implementation planned within 3 years):
- o *Council publications*
- o *Council and community events*
- o *Library events, activities and community spaces*
- o *Library provision of large print and talking books*
- o *Contract specifications with recreation centre managers and recreation service providers*
- o *Community Grants Scheme and letters of support for funding applications*
- o *Outdoor gym equipment*
- o *Community Awards*
- o *Support for school pools to be used as community pools*
- o *Leases for community facilities*
- o *Walkways and cycleways*
- o *Close relationship with Nelson Marlborough Health and Nelson Bays Primary Health to share information and coordinate services*
- o *Actively participate in and support the Positive Ageing Forum and Expo and Accessibility for All Forum (A4A)*
- o *Places and Spaces Strategy – include research of older people's preferred physical activities*

ACCESSIBILITY

Goal: Council buildings, facilities, transportation networks and services are accessible and inclusive for all members of the community

Issue: An ageing population will mean an increasing number of residents with physical impairments. Visual, hearing and other impairments, and language barriers can contribute to social isolation. The main issues raised by the community in terms of accessibility were pedestrian facilities, seating, toilets and pathways.

Council's Objectives:

- Provide and maintain community facilities and infrastructure fit for purpose for older people
- Ensure all Council service centres and libraries are accessible, including for mobility scooters, and provide a service desk where customers in a wheelchair or mobility scooter can be served
- Provide a sufficient number of Council-owned age-friendly, well-lit public toilets that are easy to find
- Ensure all new Council-owned toilets are fully accessible
- Ensure accessible toilets and paths are available at parks or reserves, especially those which regularly host community events (e.g. Washbourne Gardens, Sundial Square, Decks Reserve)
- Provide sufficient outdoor seating in outdoor spaces, parks and reserves which incorporates age-friendly design features and encourages social connection

Suggested Methods

Short-term (ongoing or implementation planned within 3 years):
- *Actively participate in and support Accessibility for All (A4A) Forum*
- *Accessibility Audits*
- *NZ toilets app, signage and maps*
- *Active Transport Strategy*
- *Increase provision of mobility parking*
- *Promote an accessibility checklist for businesses*
- *Town centre upgrades*

Medium-term (implementation planned within 10 years):
- *Microphones at Community Board meetings*

HOUSING

Goal: A range of affordable and appropriate housing options for older people

Issue: The ageing population is driving an increase in the number of one-person households and couple-without-children households.

We are aware there is an insufficient supply of smaller housing across the District. Our older residents have told us they would like smaller dwellings that are affordable, accessible, warm, low-maintenance, and close to services. There is a desire to age in place in their current communities. There is also a desire for co-housing or co-living options which provide social connection.

Due to the limited range of smaller housing available, many of our District's older people remain in older, larger dwellings and properties. There are increasing issues with the ongoing maintenance these dwellings require. There is also need for older dwellings to be modified to be age-friendly, such as the installation of ramps or handrails.

Despite significant growth in Tasman's older population and a trend for fewer residents per household, a disproportionate number of new houses built in Tasman have been four or more bedrooms.

With a decline in home ownership rates for Tasman, there is likely to be an increasing demand for affordable rental housing. Lack of security of tenure in private rental properties can result in more frequent moves, impacting on the ability to age in place and make social connections.

We expect more land will be needed to meet the demand for new housing, including retirement villages, for those who prefer and can afford this option.

Council's role with regard to housing is primarily to enable its development, through planning provisions and infrastructure. We've recently made changes to our Development Contributions Policy to provide discounts for smaller dwellings. We've also made changes to the Tasman Resource Management Plan to enable the development of small houses and co-operative living. Council currently provides 101 social housing units across our District which are generally for older people with limited financial assets.

Council's Objectives:
- Enable and encourage higher density development close to services across the District
- Enable and encourage smaller, more affordable dwellings, including second dwellings and the redevelopment of existing dwellings
- Advocate to Central Government and private sector on the housing needs of older people

- Support social housing initiatives which give priority to older residents in need of affordable rental housing
- Encourage universal design in new developments to provide accessible housing
- Support community-based initiatives to provide home and garden maintenance and home modification
- Take a coordinated approach to providing information and advice on housing for older people

Suggested Methods

Short-term (ongoing or implementation planned within 3 years):
- *Promote the ability and processes for developing cooperative living developments and minor dwellings, e.g. brochures and examples*
- *Development Contributions Policy, e.g. providing discounts for small and minor dwellings in rural and urban areas*
- *Provide information on demographic trends and housing preferences to development and building sector, including through Council's developers' forum*
- *Provide information on housing quality and choices, and on housing maintenance and modification options, including through Council publications, Positive Ageing Expo, and Council libraries*
- *Community Grants Scheme to support community-based housing initiatives*
- *Review of Council's role and level of provision of its housing for older people*
- *Consider the range of housing needed by older residents in the development of the Nelson Tasman Future Development Strategy and Council's Growth Model*
- *Urban Design Panel to consider age-friendly features*
- *Advocate for changes to the Building Code*
- *Advocate to Central Government for income related rent subsidies to apply to Council housing*

Medium-term (implementation planned within 10 years):
- *Consider the range of housing needed by older residents in the review of our Regional Policy Statement and Tasman Resource Management Plan (TRMP)*

TRANSPORT AND MOBILITY

Goal: A range of safe, accessible, affordable transport options for older people

Issue: Our ageing population is creating demand for diversification of transport types and alternative modes to private vehicles, particularly from those who can no longer drive.

Our older residents have asked for safer pedestrian networks, more footpaths, safer crossings, cycleways and public transport. They would like footpaths to be wider and flatter, without any dips, trip hazards or obstacles. There is also demand for more accessible parking.

There is a growing number and range of users on footpaths, and shared pathways, including pedestrians, skateboards, scooters, mobility scooters, and cyclists, as well as wheelie bins. Some of these users are generally not confident travelling on our roads. The growing congestion and speed of some users on footpaths and shared pathways can have a negative effect on the other users, increasing the risk of injury and fear of collisions. This can lead to people avoiding these networks ("journeys not taken").E-bikes are an increasingly popular mode of transport for older people and provide an active alternative to driving private vehicles, including in rural areas where there is greater distance to services. However, this creates a demand for more cycling networks across the district and a need to manage potential safety risks.

Those without independent transport options can become socially isolated and unable to access services, particularly in rural areas. Public transport currently only services part of Richmond, and Total Mobility providers are only available in Richmond and Motueka. However, half of Tasman's older people live in rural communities beyond Richmond and Motueka. Older rural residents are unable to take advantage of the GoldCard and Total Mobility subsidies, due to a lack of eligible services.

Social isolation is a higher risk for those who can no longer drive. In urban areas, older people are more reliant on pedestrian networks as their primary mode of transport and these networks are critical to their continued independent social participation. In rural areas, social isolation for those who can no longer drive is compounded by a lack of public transport and distance to services.

Council's Objectives:
- Support a range of transport options that meet the needs of our older residents
- Provide transportation infrastructure that meets the needs of an ageing population
- Maintain a network of safe and accessible footpaths, pathways, crossings, and seating to and around our town centres, particularly for key destinations such as health centres, supermarkets, libraries, community and recreation centres, and marae
- Provide a sufficient number of mobility carparks in Council carparks and at Council-owned buildings
- Information on transportation services that is clearly displayed and accessible

- Council-funded public transport vehicles that are accessible and age-friendly
- Support community-based initiatives to provide transport services where public transport is not available
- Advocate to Central Government on the transportation needs of older people living in rural communities, where public transport and Total Mobility subsidies are not available

Suggested Methods

Short-term (ongoing or implementation planned within 3 years):
- *An ageing population is recognised as a key issue to be addressed in the Transportation Activity Management Plan*
- *Regional Transport Plan, Parking Strategy, Land Development Manual*
- *NBus public transport services between Richmond and Nelson*
- *Provision of Total Mobility, mobility parking, road safety programmes (e.g. TravelSafe)*
- *Regular surveys of footpaths and timely repairs to trip hazards, maintenance of vegetation (notices to private properties), footpath rehabilitation criteria and standards, wider footpaths*
- *Develop an Active Transport Strategy (more pedestrian crossings, crossing times at traffic lights, seating, more cycleways and cycle lanes, separate walkways and cycleways in urban areas)*
- *Great Taste Trail*
- *Review whether speed limits are appropriate*
- *Participate in the Active Transport Forum*
- *Enforcement of illegal parking on footpaths and in Council-owned carparks*
- *Education in schools on appropriate behaviour for footpaths and shared pathways, e.g. use of bells*
- *Community Grants Scheme*
- *Takaka to Pohara cycleway connection*
- *Richmond bus loop and Public Transport review*
- *Review of NBus contract*
- *Sandwich Board Bylaw review*
- *Supporting community transport services, including advocating for NZTA funding*
- *Town centre upgrades*

Medium-term (implementation planned within 10 years):
- *Education of wider public on appropriate behaviour for footpaths and shared pathways, e.g. use of bells, vehicles giving way, priority for pedestrians*

CULTURAL DIVERSITY

Goal: A range of culturally appropriate services allow choices for older people

Issue: Different cultures have different attitudes to ageing and older people. Our older population is projected to become more culturally diverse. The proportion of older Tasman residents who identify as Māori, Asian or Pacific peoples is projected to increase. Although our Māori, Asian and Pacific populations are much younger than our NZ European population, all ethnic groups are projected to have an increase in the proportion aged 65 and over.

Local kaumatua have raised the issue of grandparents raising grandchildren/ mokopuna.

Council's Objectives:

- Planning and service delivery considers the needs of a culturally diverse community so that all population groups are supported to improve their health and wellbeing
- Further develop relationships with iwi, Māori health providers, and other large ethnic communities
- Support events that celebrate the cultural diversity of our communities

Suggested Methods

Short-term (ongoing or implementation planned within 3 years):
- o *Engage with iwi and ethnic communities on the needs of their older people and on alternative solutions for developing an age-friendly community*
- o *Enable papakainga housing at specific locations*

Medium-term (implementation planned within 10 years):
- o *Enable more papakainga housing (through TRMP review)*

COMMUNICATION, CONSULTATION AND INFORMATION

Goal: Council information and consultation is accessible for our older residents

Issue: The increase in the number of older residents with a range of hearing and/or vision impairments and/or dementia will mean we need to provide information in a variety of ways and formats. Older people are currently less likely than younger age groups to have access to the internet.

In promoting engagement and interaction with Council, especially with regard to public submission processes, there is a need to ensure the processes, language and channels are easy to understand and accessible by as many people as possible.

Older people have told us they would like to easily find all information on services and activities for their age group.

Council's Objectives:

- Ensure that Council's range of communication methods and channels engage and connect with older residents
- Support older residents to have a say in what the future of Tasman looks like through the multiple channels open to them, either directly or through their elected representatives
- Apply best-practice guidelines for accessible print and digital communication
- Identify networks for older people within our District to assist with emergency preparedness and with notifying, contacting and protecting older people in the event of an emergency
- Find ways to connect with older people in the community irrespective of whether they belong to a formal representative group
- Provide information on the location of accessible toilets and carparks

Suggested Methods

Short-term (ongoing or implementation planned within 3 years):
- *Council publications and podcasts*
- *Follow Office for Disability Guidelines to effective communication*
- *Follow NZ Government Web accessibility guidelines, Website audits*
- *Actively participate in and support the Positive Ageing Forum and Expo and Accessibility for All Forum (A4A)*
- *Libraries provide training on digital technology*
- *NZ toilets app, signage and maps*

Medium-term (implementation planned within 10 years):
- *Maps and apps for mobility carparks*
- *Phone services to access Council information*

AFFORDABILITY

Goal: Council rates and services are affordable

Issue: The increasing age of Tasman's population is likely to have an impact on residents' ability to pay for services and rates. There is likely to be an increasing number of residents on lower incomes.

Council's Objectives:

- Planning and service delivery considers the affordability of rates, fees and charges on ratepayers whose only income is superannuation

Suggested Methods

Short-term (ongoing or implementation planned within 3 years):
  o *Consider rates affordability in Long Term Plan decisions, e.g. Rates caps*
  o *Promote and administer the rates remission scheme for ratepayers on low incomes*
  o *Review the need for a rates postponement policy*
  o *Advocate to Central Government for increased funding and thresholds of the rates rebate scheme*

SAFETY

Goal: Older people feel safe and secure in their homes, communities and online.

Issue: Some of our older people do not feel safe in their own homes, or in the community. There is a growing awareness of the vulnerability of some older people to experiences such as elder abuse, neglect and scams. This is often linked to social isolation.

Council's Objectives:

- Design and maintain safe public environments
- Support safety awareness programmes
- Encourage opportunities and initiatives for social connection for older people
- Work with NZ Police, banks and other organisations to educate older people on keeping themselves safe

Suggested Methods

Short-term (ongoing or implementation planned within 3 years):
  o *Safety awareness programmes*
  o *Review and enforcement of bylaws*
  o *Apply Crime Prevention Through Environmental Design (CPTED)*
  o *Speakers and advice at Positive Ageing Expo*

EMPLOYMENT

Goal: Council will explicitly take into account the ageing labour force in regional economic planning

Issue: The ageing population may also mean a smaller working-age population and potential labour market shortages. Labour force participation by those aged 65 years and over is likely to become an increasingly important resource.

Council's Objectives:

- Monitor and plan for the economic implications of an ageing population
- Encourage education and employment opportunities which retain or attract younger residents
- Support initiatives to eliminate ageism and promote meaningful, flexible work options and volunteer opportunities

Suggested Methods

Short-term (ongoing or implementation planned within 3 years):
  o *Funding applications*
  o *Work with Nelson Regional Development Agency on workforce issues*

APPENDIX

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.