
This guide provides an introduction to the Global Database of Age-friendly Practices and step-by-step guidance on how to share your age-friendly practices.

What is the Global Database of Age-friendly Practices?

Facilitating information sharing and experience exchange between cities and communities is a primary goal of the WHO Global Network of Age-friendly Cities and Communities. The database aims to facilitate the exchange of concrete measures put in place by helping you to obtain a quick overview of actions taken to make communities a better place to grow old. In other words: of what age-friendly means in practice in cities and communities around the world.

How do I use the Age-friendly Practices database?

The Age-friendly Practices database can be searched by a number of categories, including country, community size, and age-friendly city domain. If you are interested in age-friendly practices implemented by communities of a comparable population size in the area of housing, you will be able to see all relevant submissions at a glance. A summary of each practice will be displayed and if interested to learn more, you can then choose to read the full record. Community contact details will be provided for each example, making it easy for you to follow up for more information.

Who can submit an Age-friendly Practice to the database?

We welcome submissions to the database from any city or community in WHO member states. The database is intended to be an information sharing platform by local communities for local communities around the world. It is not necessary to be a member of the WHO Global Network of Age-friendly Cities and Communities to contribute. While we acknowledge that technical innovation and tailored products and services are important in creating more age-friendly environments, the database will not advertise particular commercial products or services.
GETTING STARTED: WHAT ARE AGE-FRIENDLY PRACTICES?

Age-friendly practices include any concrete measure aimed at creating more supportive and accessible environments, enabling older people to actively participate in community life and maintain their autonomy and independence. This can include one or more of the following: recognizing older people’s capabilities, responding to ageing-related needs and preferences in an equitable way, promoting older people’s inclusion and contribution to community life, and protecting the most vulnerable older people, including those at risk of social isolation.

An Age-friendly practice for the purpose of this database ...

**IS:**
- A concrete measure
- Limited in scope
- Comprised of clear, actionable steps
- A portion of your age-friendly program, but not the whole program

**IS NOT:**
- An overall Age-friendly program description
- A rationale for an Age-friendly model
- An overview of Age-friendly policy
- Promotion of particular commercial products and services

For example, if your community is focusing their age-friendly efforts on enhancing older adults’ mobility:
- **DO** focus on just one single initiative per submission, such as extending the time for pedestrian signals at traffic junctions.
- **DO** share the specific steps involved that would help another community understand how you implemented it, for example extending the time for pedestrians at traffic signals.
- **DO NOT** write about the community’s full age-friendly program and how all of the improvements made work together to improve older adults’ mobility.
- **DO NOT** write about larger community age-friendly policies on older-adult mobility.

Submitted examples will be reviewed and edited before being included in the database if they meet the above criteria. Please note that it may take some time from the moment you submit your age-friendly practice to it being published in the database.
SUBMITTING YOUR AGE-FRIENDLY PRACTICE: STEP-BY-STEP

The remainder of this guide provides question-by-question guidance to the online submission form which is available at:


Please note only questions marked with an asterisk (*) are mandatory. However, we strongly encourage you to provide answers to all questions if possible.

AGE-FRIENDLY PRACTICE AT A GLANCE

1) **Title**: Please include a short title that describes the age-friendly practice

2) **Summary**: Please describe the age-friendly practice in 200 to 300 words. The description should provide details on all of the following: the goal and design of the age-friendly practice, the partners involved in planning and implementing it, the impact it has had on beneficiaries (if known) and the lessons learnt along the way.

3) **Please upload a photo you feel best illustrates your age-friendly practice.**

We may use the uploaded photo to illustrate your age-friendly practice on our Age-friendly World website and other information materials. By uploading a photo, you agree to our use of the photo.

**How to compress your chosen photo for submission for faster loading on the web**

Photos will be displayed in 448 x 336 pixels in the database. You can easily convert your chosen photo to this format using for example the Microsoft Office 2010 Picture editor. In Edit Pictures, choose Change Picture size -> Compress Pictures -> Compress for: web pages. Save your image file to the new format and attach it under question 3 of the submission form.
4) Further information

If you have a website with more information on your age-friendly practice, please provide the URL.

YOUR AGE-FRIENDLY PRACTICE IN MORE DETAIL

1) City/Community *: In which city or community have you implemented the age-friendly practice?

2) Country *: Please select the country where your age-friendly practice takes place

3) Is your city or community a member of WHO’s Global Network of Age-friendly Cities and Communities? *: Select “Yes” or “No”

4) Population size*: Choose from the drop-down menu the bracket that represents your community’s population size.
   - Up to 5000 inhabitants
   - between 5001 and 20000
   - between 20001 and 50000
   - between 50001 and 100000
   - between 100001 and 500000
   - between 500001 and 1 million
   - between 1 million and 5 million
   - of more than 5 million

5) Proportion of older population: Choose from the drop-down menu the percentage of older adults (aged 60 years and over) in your community’s population
   - 0-9%
   - 10-19%
   - 20-24%
   - 25-29%
   - Over 30%

6) Start date of Age-friendly Practice: What year did you begin this practice? Note, this could be different than the year your community joined Age-friendly World.

7) Has the age-friendly practice been completed, or is it ongoing?: Choose “Completed” if the practice is no longer happening, or “Ongoing”, if the practice is currently occurring in your community.

8) Target Group *: Understanding that multiple groups can be affected by an age-friendly practice, please use the drop-down menu to choose the single group who this age-friendly practice was most focused on. You can add other groups later on in the survey.
   - Older people in general
   - Older men
   - Older women
   - Older people living alone
   - People with mobility challenges
   - Younger people
   - Local businesses
   - Civil society organizations
   - Other
Please include any additional target group not mentioned above: If the age-friendly practice addresses other population groups than the one mentioned above (if you selected “other”), you can provide further details in the answer to this question.

10) Age-friendly City/Community Domain *: Please use the drop-down menu to select the category where your age-friendly practice best fits. Additional domains can be listed in the answer to Q 12.

   Outdoor spaces and buildings
   Transportation
   Housing
   Respect and social inclusion
   Social participation
   Employment and civic participation
   Communication and information
   Community support and health services

11) Are there any other issues your age-friendly practice aims to address? If the age-friendly practice affected domains in addition to the one you selected in Q10, select them here. Otherwise, leave this question blank.

   Ageism
   Life-long learning
   Accessibility
   Innovative technologies
   Innovative ways to connect with older people who are difficult to reach
   Innovative ways to connect with older people who are difficult to reach
   Disaster preparedness
   Inequities among older people
   Inter-generational relations

12) Please specify any issues not listed above that the age-friendly practice aims to address. Please write in any additional thoughts not covered in Q10 and Q11.

13) Desired outcome. Which of the following “abilities” best describes the desired outcome of the age-friendly practice? Older people’s ability to:

   meet their basic needs
   learn, grow and make decisions
   be mobile
   build and maintain relationships
   contribute

14) Additional comments: please feel free to include any other relevant details that you would like to share.

ENGAGING THE WIDER COMMUNITY

1) Project Lead: Understanding that many age-friendly practices are collaborative, who is primarily responsible for the age-friendly practice? Please use the drop-down menu to select the single most appropriate option. You can add additional participants below.

   Local authorities
   Civil Society Organisation
   Older People’s Association
   Social or health care provider
2) If multiple parties are involved, please list them and explain how they collaborated in terms of project management and funding.

3) Involvement of older people *: Please use the drop-down menu to choose the best description of how older people participate in this age-friendly practice.

- Older people were not directly involved.
- Older people were consulted during the planning process.
- Older people helped to implement the age-friendly practice.
- Older people were involved in the age-friendly practice at multiple or all stages.

4) Please share a sentence or two describing in greater detail the role of older adults in the age-friendly practice

**MOVING FORWARD**

1) Have you already analysed the impact of your age-friendly practice on your city or community? Select “Yes” or “No”.

2) If yes, what did you find? Please write in how the age-friendly practice affected your community. If you have not yet measured impact, leave this question blank.

3) Feedback: Have you received any feedback on your age-friendly practice from your target group? Both positive and negative feedback are useful learning points. If yes, please share here. If no, please write “No”.

4) Do you plan to expand your age-friendly practice? If yes, please share how you plan on expanding. For example, this could include serving more people, serving a larger geographical area, or building on the practice in some way. If no, please write “No”.

**LOOKING BACK**

1) Please share some reflections on your experience. For example: What issues would you have liked to be more aware of? If you could do the age-friendly practice again, what would you do differently? Please share thoughts, feedback, and experiences here that have not been captured by the questions above.

2) What were some of the challenges faced? How did you deal with them? It is very helpful for communities to know in advance the kind of challenges that may come up when implementing an age-friendly practice. Please share any that you encountered.
HELP US SHARE YOUR STORY

We may feature your age-friendly practice on the Age-friendly World website to promote the adoption of age-friendly practices globally. Any quotes, photos, videos, factsheets, etc will be useful in helping us share your story better. Uploading these documents grants us the permission to use them for communications purposes. We may reproduce these items on our Age-friendly World website and other WHO information products.

1) If your age-friendly practice is part of the implementation of your action plan, please attach your action plan. It can be helpful for other communities to see how the age-friendly practice fits into the larger context of your overall action plan. If you do not have an action plan, leave this blank.

2) If available please upload an additional photo illustrating the age-friendly practice

3) If available, please upload an additional document providing more details on the age-friendly practice. More information is always helpful when sharing age-friendly practices with other communities. If you have additional documentation of the practice, for example: evaluation report, flyers, factsheet, case study please upload one here.

IF WE NEED MORE INFORMATION ABOUT YOUR AGE-FRIENDLY PRACTICE

Contact details of your age-friendly practice's lead manager (or contact person):

1) First name *

2) Last name *

3) Email address *

4) What are your preferred languages of communication? * Indicate here what language(s) you are speaking to guide those you may wish to contact you for further information on your age-friendly practice.

Thank you for sharing your age-friendly practice to help us build a global database of age-friendly practices. If you have any additional questions not covered by this note, please do not hesitate to contact us at gnafcc@who.int.