

GLOBAL GOOD PRACTICES FOR AGE-FRIENDLY CITIES OF THE FUTURE



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FOREWORD

The age-friendly city approach, while aiming to enhance the quality of life of people aged 60 and over and to support their independence and social participation, also contributes to making cities more just, accessible, and inclusive for all generations. As İzmir Metropolitan Municipality, we are an active member of the World Health Organization (WHO) Global Network for Age-friendly Cities and Communities, and we recognize the importance of understanding and sharing the examples of practice and experience developed worldwide in this field, which is particularly sensitive for local governments.

This publication features 100 examples carefully selected from more than 700 good practices around the world. Each practice responds to different types of challenges and expectations across sectors -from education to health, housing to information and communication, the workforce to long-term care, and social protection to transport and urban development- shedding light on the age-friendly city vision across a broad spectrum.

Each example is presented under specific headings to enable local governments to benefit with ease. City and country information, the project’s timeframe, its contribution within the tiers of the health system, the relevant Sustainable Development Goals, the target group, keywords, and information on the One Health approach are provided in summary. In this way, each project is not only an inspiring experience but also a guide that is easy to read, compare, and implement.

The practices included in the book have been developed from 2015 to the present, some have been funded by international bodies, while others have been implemented through local initiatives. Some projects have been completed, while others are still ongoing. This diversity shows how age-friendly policies can be implemented at different scales.

We hope that this work will help age-friendly local government policies become more widespread, foster the growth of innovative projects, and encourage concrete steps to ensure that every individual can experience later life in a healthier, safer, and more active way.

As İzmir Metropolitan Municipality, we believe in the possibility of an age-friendly future, and we hope these examples will serve as inspiration.


Dr. CEMİL TUGAY
Mayor of İzmir Metropolitan Municipality

INTRODUCTION

Concepts such as old age, ageing, later life, and active ageing have increasingly come to the fore in recent years. With the epidemiological transition, declining birth rates and rising life expectancy at birth mean that people live longer, and the period of old age has therefore gained greater significance¹. Even though we hear these terms often, ageing is a complex process that is chronological, biological, and functional. While “chronological ageing” refers to the passage of years, “biological ageing” denotes the cellular changes that occur with ageing, and “functional ageing” refers to changes in an individual’s vital capacities².

The ageing process should not be considered a disease. Over time, a certain degree of decline and loss may occur in all functions; the organism’s adaptive processes and the regulation of homeostasis (balance) may also diminish. At the same time, the likelihood of having diseases increases in humans³. According to the World Health Organization (WHO), ageing at the biological level is defined as the accumulation of molecular and cellular damage over time, leading to a gradual decline in physical and mental capacities, an increased risk of disease, and, ultimately, death. These processes do not perfectly correlate with chronological age. In addition to the biological processes mentioned, ageing also entails social processes such as retirement, moving to a more appropriate home, and the loss of partners and friends⁴.

As cities come to host more older residents, various mismatches arise within existing urban systems. This can require cities to introduce new arrangements to meet evolving needs. In particular, improving older people’s access to health services stands out as a key element for the sustainability of urban life⁵.

Older adults are among disadvantaged groups. In its Constitution, which entered into force on 7 April 1948, the WHO defines health as “a state of complete physical, mental and social well-being and not merely the absence of disease or infirmity⁶.” Although older people are considered a disadvantaged group, strategies are needed to ensure and sustain well-being through both individual and societal efforts.

The WHO defines healthy ageing as the process of developing and maintaining the functional ability that enables well-being in older age. Functional ability is determined by an individual’s intrinsic capacity, the environments in which they live, and the interaction between them. To promote healthy ageing, the WHO works with Member States, United Nations agencies and diverse stakeholders. Within this framework, efforts are carried out in four main areas in line with the 2016–2020 Global Strategy and Action Plan on Ageing and Health and the 2021–2030 UN Decade of Healthy Ageing⁷:

¹ Omran, A. R. (1971). The epidemiologic transition: A theory of the epidemiology of population change. *Milbank Memorial Fund Quarterly*, 49(4), 509–538.

² Karadakovan, A. (2014). *Yaşlı sağlığı ve bakım*. [Elderly health and care]. Ankara: Akademisyen Kitabevi.

³ Ülger, Z., Erdinçler, Ü. D., & Karan, M. A. (Eds.). (2021). *Geriatri: Yaşlı sağlığı ve hastalıkları*. [Geriatrics: Elderly health and diseases]. Ankara: Hipokrat Yayıncılık.

⁴ World Health Organization. (n.d.). *Ageing and health*. (October 1, 2024). <https://www.who.int/news-room/fact-sheets/detail/ageing-and-health>

⁵ Kurtkapan, H. (2018). *Kentte yaşlılık ve yerel yönetim uygulamaları*. [Ageing in the city and local government practices]. Nöbet Bilimsel Eserler.

⁶ WHO. (1948). *Constitution*. <https://www.who.int/about/governance/constitution>

⁷ WHO. (October 1, 2024). *Ageing and health*. <https://www.who.int/news-room/fact-sheets/detail/ageing-and-health>

- Changing the way we think, feel and act towards age and ageing
- Ensuring that communities foster the abilities of older people
- Delivering person-centred, integrated care and primary health services that are responsive to older people
- Providing access to long-term care for older people who need it

Although various cut-off points exist for defining the older population, people aged 65 and over are generally included in this group. As countries become more developed, this threshold may rise. Demographic projections show that ageing is becoming increasingly pronounced in the world population; by 2030, one in six people globally is expected to be aged 60 or over. By 2050, the number of people aged 60+ is projected to double to 2.1 billion. These data indicate that the global population aged 60 and over is growing rapidly⁸.

In Turkey, the population aged 65 and over was recorded as 7,550,727 in 2019. This segment reached 9,112,298 people in 2024, representing a 20.7% increase over the period⁹ (Figure 1). In parallel, the share of those aged 65+ in the total population rose from 9.1% in 2019 to 10.6% in 2024. If current demographic trends continue, projections suggest the proportion of older people will keep rising: the share of the population aged 65 and over in Turkey is expected to reach 13.5% in 2030; 17.9% in 2040; 27.0% in 2060; 33.4% in 2080; and 33.6% in 2100. These figures show that the elderly population in Turkey is an increasingly prominent demographic fact.

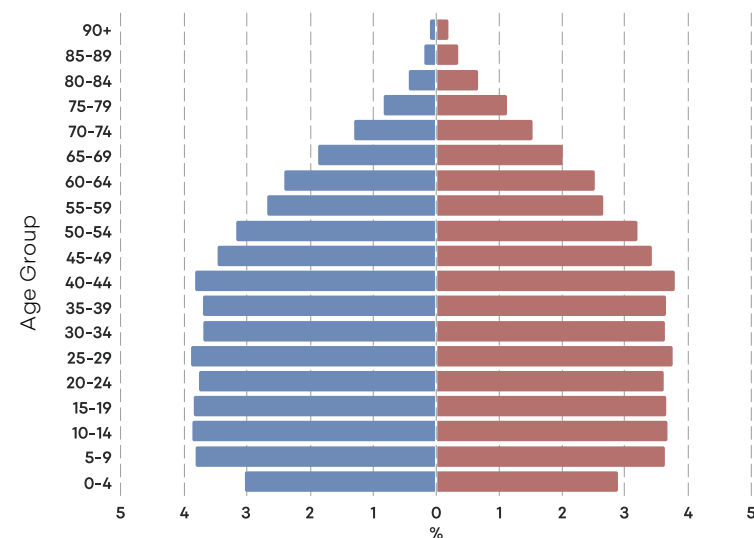


Figure 1. The population pyramid for Turkey, 2024 (TURKSTAT, ADNKS)

The WHO lists common health problems among older adults as hearing loss, cataract and other visual impairments, back and neck pain, osteoarthritis, chronic obstructive pulmonary disease (COPD), diabetes, depression and dementia. As people grow older, the likelihood of living with more than one condition at the same time increases. There are also complex

health conditions known as geriatric syndromes, such as frailty, urinary incontinence, falls, delirium and pressure sores¹⁰.

The rapid growth of the older population makes it imperative to address the health needs faced by older individuals, and public health practice has a critical role to play. To support healthy ageing, it is important to promote lifestyles such as physical activity, balanced nutrition and mental well-being, and to prevent and manage chronic conditions such as heart disease, diabetes and arthritis. In addition, prioritising the mental health and cognitive well-being of older adults and developing programmes in this field are emphasised as key public health strategies¹¹.

In the WHO guide *Global Age-friendly Cities: A Guide*, the importance of providing health services for the achievement of age-friendly cities is highlighted¹². Within preventive health services, increasing older people's awareness of their health and rights through screening, physical activity, injury-prevention education, nutrition guidance, mental-health counselling and information/advice is of great importance. These practices contribute to older people living healthy, safe and productive lives.

Achieving healthy ageing and well-being in later life requires multi-sectoral partnerships, among which local governments are key stakeholders. Established by the WHO in 2010, the Global Network for Age-friendly Cities and Communities¹³ arose from this need as an international initiative encouraging local governments to approach the process in a more inclusive and planned manner. Today, more than 1,700 cities and communities in over 60 countries are part of this network. Member cities commit to supporting the full participation of older people in community life, promoting active and healthy ageing, and taking effective steps at the local level to achieve this. The purpose of this book is to compile, in Turkish, the good-practice examples shared by the municipalities that belong to this network and to make them accessible.

¹⁰ WHO. *Ageing and health*. (October 1, 2024) <https://www.who.int/news-room/fact-sheets/detail/ageing-and-health>

¹¹ Region IV Public Health Training Center. *The importance of public health initiatives for older adults in the United States*. (September 3, 2024) <https://r4phctc.org/the-importance-of-public-health-initiatives-for-older-adults-in-the-united-states/>

¹² WHO. (2007). *Global age-friendly cities: A guide*. <https://apps.who.int/iris/handle/10665/43755>

¹³ WHO. *Age-friendly cities framework*. (October 1, 2024) <https://extranet.who.int/agefriendlyworld/age-friendly-cities-framework/>

⁸ WHO. *Ageing and health*. (October 1, 2024) <https://www.who.int/news-room/fact-sheets/detail/ageing-and-health>

⁹ Turkish Statistical Institute. (2024). *İstatistiklerle yaşlılar 2024*. [Statistics on the elderly, 2024]. <https://data.tuik.gov.tr/Bulten/Index?p=İstatistiklerle-Yaşlılar-2024-54079>

PURPOSE

Throughout the history of civilization, humanity has undergone significant transformations in its choices of living environments, driven by changes in geography, climatic conditions, and economic activities, as well as by the effects of biological evolution, technology, and health standards. The trajectory that extends from caves to villages, towns, cities, and metropolises has today taken shape as rural and urban areas. Within this structure, the most conspicuous trend on a global scale is migration toward the city. The rapid concentration of population in cities generates new pressures across environmental, economic, and social dimensions, making the urban phenomenon of our age a major field of debate and development. In the face of these pressures, the One Health approach offers an important framework that considers the environment, animals, and humans as an integrated whole, guided by an ethos of ethical inclusivity.

Meanwhile, demographic projections by the WHO and the UN show that the older population is increasing rapidly and make it imperative for cities' social, spatial, and health policies to adapt to this transformation. Supporting the full participation of older adults in social life, facilitating their access to health and care services, and improving their quality of life are among the priority duties of contemporary urban governance. Achieving healthy ageing and well-being in later life requires multisectoral partnerships. Among the most important stakeholders in these partnerships are local governments. The Global Network for Age-friendly Cities and Communities¹⁴, established by the WHO in 2010, arose precisely from this need; it is an international initiative that encourages local governments to approach this process in a more inclusive and planned manner. Today, more than 1,700 cities and communities from 60 countries have become part of this network. Member cities commit to supporting the full participation of older adults in social life, promoting active and healthy ageing, and taking effective steps at the local level to this end.

This guide brings together global good practice examples that will help implement the age-friendly city approach and adapts them into Turkish. The aim is to support local governments in addressing the needs of older adults through more inclusive policies and resilient solutions. The World Health Organization's "Decade of Healthy Ageing" vision and the "Global Network for Age-friendly Cities and Communities" constitute the fundamental reference framework of this guide.

This study, the third book in the Good Practices for the Cities of the Future Series prepared by the İzmir Planning Agency (İZPA), is part of the series' overall vision. The first volume presented good practice examples for healthy cities on a global scale. The second volume focused on disability-friendly cities within the framework of accessibility and rights-based design. The volume in your hands is the first book in the series to focus on age-friendly cities.

¹⁴ WHO. (September 4, 2025). *Age-friendly cities*. <https://extranet.who.int/agefriendlyworld/age-friendly-cities-framework>

METHODOLOGY

Method for Selecting Good Practice Examples

Within the scope of **Global Good Practices for Age-Friendly Cities of the Future** prepared for the Department of Social Services of İzmir Metropolitan Municipality, the selection of the featured examples follows a systematic scan and a multi-stage evaluation process. The elimination and appraisal of good practices proceed as outlined below.

1. Data Source, Scope, and Categorization

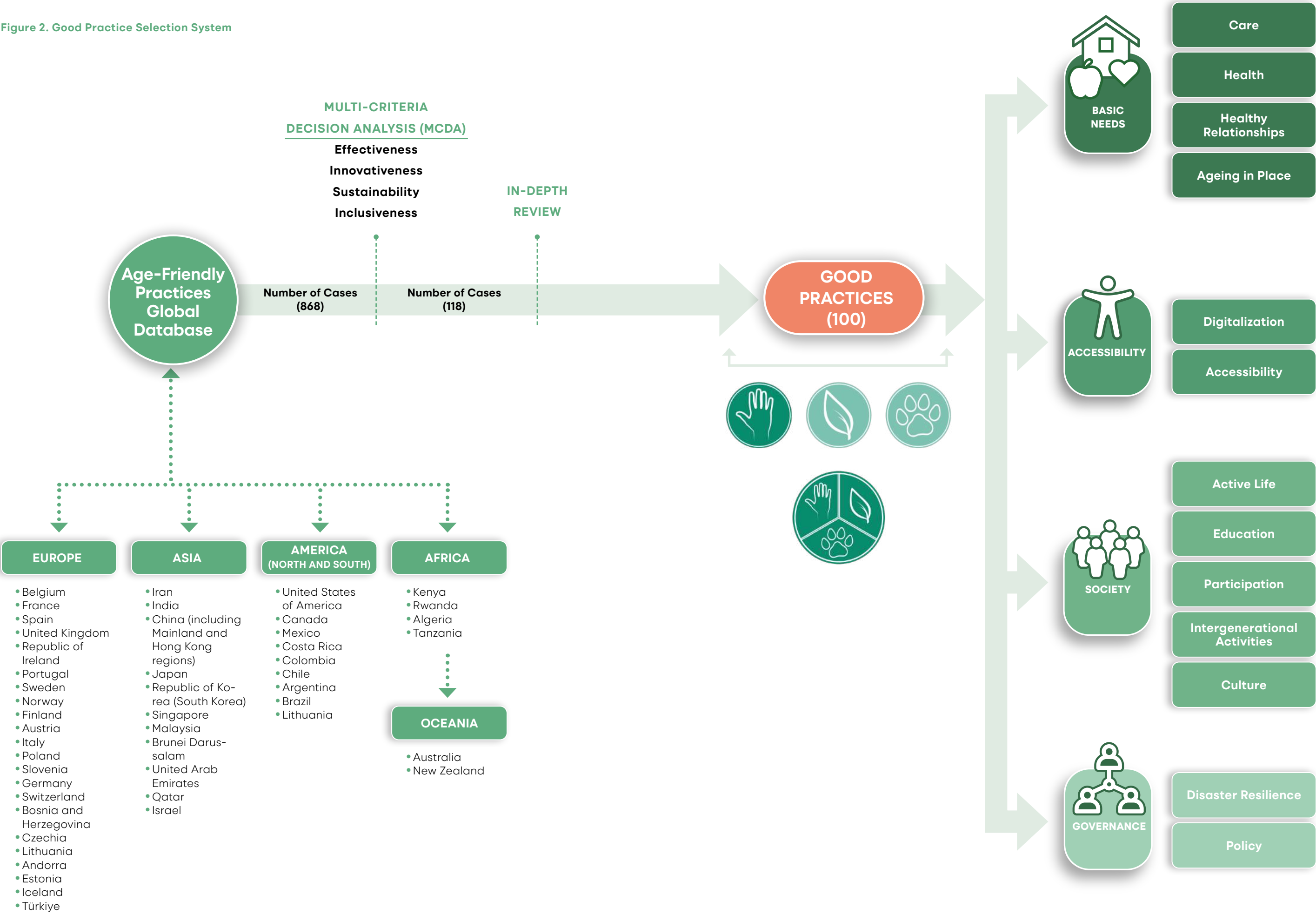
This guide uses the World Health Organization's Age-friendly World platform's **Global Database of Age-Friendly Practices**¹⁵ as its primary data source. The database covers practices associated with the **WHO Global Network for Age-friendly Cities and Communities (GNAFCC)**. The examples included in the guide consist of initiatives implemented by local governments in various countries that aim to support healthy, inclusive, and active lives for older adults. The analysis selects the practices within the perspective of **age-friendly cities** and examines themes such as access to health services, accessibility of urban spaces, social participation, reduction of social inequalities, and the inclusion of older adults in decision-making processes. As of July 2025 (time of writing), the scope includes and reviews good practice examples present in the database. For each example, the analysis records the city, country, total population, the proportion of the population aged 60+, project start year, project summary, sectoral context, associated problem type, target group, references, and, where available, information on impact analysis. This comprehensive analysis, which extends beyond the information in the database, secures both the quantitative breadth and the qualitative diversity of the selection for the guide.

During subsequent data collection, the analysis systematically screens relevant practices through additional sources and classifies the content under **thematic categories** (accessibility, social inclusion, access to health services, environmental sustainability, digital inclusion). These categories highlight the key headings of the age-friendly cities approach. This thematic categorization enables comparative assessment and also allows analysis of the examples in terms of **their urban contexts and reflections in everyday life**, alongside the thematic lens. The thematic categories and their definitions are as follows.

- **Accessibility:** Ensure that spaces, services, and technologies in the physical environment are accessible and usable for older adults.
- **Social Inclusion:** Support social participation, intergenerational solidarity, and age-friendly social relationships.
- **Access to Health Services:** Integrate preventive, curative, and care services within an age-friendly approach.
- **Environmental Sustainability:** Organize the urban environment to improve older adults' quality of life while respecting ecological balances.
- **Digital Inclusion:** Ensure access to new technologies, support digital literacy, and develop inclusive digital solutions for older adults.

¹⁵ WHO. Age-Friendly Practices Archive: Age-Friendly World. <https://extranet.who.int/agefriendlyworld/afp/>

Figure 2. Good Practice Selection System



Additionally, the analysis reviews each example in terms of project aim, implementation format, target group, outputs, and sustainability elements, and then assigns categories. This approach enables comparability across countries and grounds the guide on both scientific and practical bases. The evaluation considers not only 2015, the year the SDGs were announced, but also projects launched before 2015 that remain transferable to the present. In addition, the selection tracks how the chosen examples relate to the United Nations Sustainable Development Goals (SDGs)¹⁶ within the overarching One Health theme. The guide adopts a screening method within this framework to select the examples.

2. Evaluation of Examples for the Guide

The selection of good practice examples focuses on initiatives that **generate solutions aligned with the SDGs and that can guide implementation**. Accordingly, the evaluation excludes policy and strategy documents that remain only at a conceptual level, news-type content, or articles lacking implementation details. The process proceeds in three stages. In the first stage, initiatives in the WHO Age-friendly World Global Database undergo preliminary screening. The process excludes practices with limited content, outdated entries, or those that do not cite other sources. It also considers only initiatives carried out by cities and local governments that meet the criteria. National-scale policy documents and independent projects remain out of scope. This approach concentrates the evaluation on local-government-based practices. This stage identifies **868 good practice examples**.

In the second stage, the process distributes the 868 practices among seven experts; each expert proposes the strongest entries within their remit. This stage uses the **Multi-Criteria Decision Analysis (MCDA)** approach. Experts assess each practice using the following four criteria:

- **Effectiveness:** Capacity of the practice to solve a problem
- **Innovativeness:** Originality of the solution and potential for replication in other cities
- **Sustainability:** Long-term continuity and resource use
- **Inclusiveness:** Reach and equity across different segments of society

Based on these criteria, the process consolidates individual selections into a common list; the experts then convene to compare and discuss their assessments. These discussions produce a short list of **118 good practice examples**.

The third stage involves an in-depth content review of the scored examples. This stage examines each practice’s contribution to the local context, innovative features, sustainability potential, and transferability to other cities. The review looks for practices that not only achieve high scores but also offer inspiring, instructional, and scalable qualities for the guide. The short-listed examples undergo a second evaluation using a 1-to-5 scale; the process averages the experts’ scores and includes the top **100 highest-scoring good practices** in the guide.

This multi-stage screening and MCDA-based scoring process applies **objective criteria to the selection** and positions the examples as **guidance on implementability**.

¹⁶ **SDG 3** (Good Health and Well-Being), **SDG 10** (Reduced Inequalities), **SDG 11** (Sustainable Cities and Communities)

3. One Health Categories and Meta Keywords

The guide classifies the 100 selected good practice examples by **meta keywords** to increase readability and accessibility. The analysis recodes each project according to these keywords and, in doing so, produces a more holistic picture of which themes stand out in the context of age-friendly cities. Table 1 presents the resulting distribution of examples.

Table 1. Distribution of examples by inclusive meta-keywords

#	Inclusive Keyword	Share of Total Examples
1	Disaster Resilience	%4
2	Active Life	%12
3	Care	%5
4	Digitalization	%7
5	Education	%3
6	Accessibility	%10
7	Participation	%9
8	Intergenerational Activities	%9
9	Culture	%3
10	Policy	%9
11	Health	%14
12	Healthy Relationships	%8
13	Ageing in Place	%7

The analysis also evaluates the examples by the overarching One Health categories (*human, animal, and environment*) to assess their concentration. Table 2 presents the resulting distribution.

Table 2. Distribution of examples by One Health theme

#	Heading	Share of Total Examples
1	Human Health	%84
2	Environmental Health and Human Health	%15
3	Human, Environment and Animal Health	%1

This analysis shows that the vast majority of projects produce human-centered outputs, while only a limited number of initiatives address human-environment interaction. By contrast, the absence of any practices related to animals and the environment is notable. Several factors may explain this pattern:

- **Policy focus:** The age-friendly cities approach largely centers on the daily quality of life of older adults
- **Database structure:** The Global Database of Age-Friendly Practices used here does not include practices directly related to animals and the environment.
- **Local priorities:** Local governments typically allocate resources to domains that directly concern older populations, such as accessibility, health, social participation, and transportation.

These findings indicate that, in developing age-friendly cities, it is essential not to overlook human-animal and human-environment relationships and, in particular, animal- and environment-based practices that could play therapeutic, social, or health-supporting roles for older adults.

INCLUSIVE KEYWORDS

The guide is structured around grouped good practice examples organized by inclusive keywords, highlighting the contributions and impacts that cities offer for older individuals and facilitating readability. This section provides brief explanations of these keywords to help readers better understand the conceptual framework within which both the examples in the guide and the shared database were developed. The explanations aim to convey to the reader how the projects contribute to the quality of life of older individuals and what solutions they develop. Although the headings appear under separate categories, most practices can be assessed across complementary or intersecting dimensions. For example, while the Accessibility heading encompasses spatial arrangements, it is also directly connected to Ageing in Place and Healthy Relationships. Similarly, the Active Life or Culture headings, when integrated with intergenerational activities, strengthen older people’s participation in social life. Accordingly, it is useful to note that each example has been matched with the activity areas that predominate in its project implementation.

1. Disaster Resilience

Disaster and crisis management, taking into account that older individuals are among the most vulnerable groups in the face of disasters, refers to cities developing inclusive solutions in pre-disaster preparedness, safety during the event, and post-disaster recovery processes. This heading includes practices that ensure the safe evacuation of older people, the rapid fulfilment of their basic needs, and their long-term reintegration into the community.

2. Active Life

Active life encompasses practices that encourage older individuals to participate regularly in physical, mental, and social activities. Through sports, hobbies, arts, and social events, this approach supports older people in maintaining their independence, ageing healthily, and participating in community life.

3. Care

Care comprises the support and services that older individuals need to sustain their daily lives. Solutions delivered at different scales, from home-care services to long-term care centres, aim to improve the quality of life of older people and to establish support mechanisms, together with their families, throughout care processes.

4. Digitalization

Digitalization refers to integrating technology into the lives of older individuals in an accessible and inclusive manner. Under this heading are practices whereby smart devices, digital platforms, and online services make daily life easier, increase access to health services, and strengthen social ties.

5. Education

The education heading covers the provision of lifelong learning opportunities accessible to older individuals. Training in areas such as digital literacy, health literacy, and personal development facilitates older people’s participation in social life and strengthens their individual capacities.

6. Accessibility

Accessibility means ensuring barrier-free access for older individuals to urban spaces, transport, digital services, and social venues. Improvements to physical infrastructure, increased inclusiveness in services, and the facilitation of technological access come to the fore under this heading.

7. Participation

Participation refers to older individuals taking an active role in social life and in decision-making processes. Within this scope are practices concerning inclusion in the consultative mechanisms of local governments, participation in volunteering activities, and having a voice in community-based initiatives.

8. Intergenerational Activities

Intergenerational activities bring together different age groups to encourage the sharing of knowledge, experience, and culture. Under this heading, priority is given to older people coming together with younger generations in joint projects, fostering a culture of solidarity, and strengthening community bonds.

9. Culture

The culture heading supports older individuals' access to cultural life and their roles in transmitting cultural heritage. Expanding access to museums, theatres, musical events, and local festivals enables older people to be both carriers of social memory and part of cultural production.

10. Policy

Policy encompasses the creation of strategies, legislation, and implementations that support the development of age-friendly cities. Planning tools of local governments that consider the needs of older people, holistic health policies, and social protection mechanisms are evaluated under this heading.

11. Health

The health heading aims to ensure that older individuals have equitable and accessible access to protective, preventive, and curative services. Early diagnosis, regular health check-ups, rehabilitation services, and programmes that promote healthy living stand out within this scope.

12. Healthy Relationships

Healthy relationships aim to strengthen older individuals' social bonds by combating loneliness and isolation. Family solidarity, support for neighbourly relations, and the strengthening of community-based social networks are addressed under this heading.

13. Ageing in Place

Ageing in place enables older individuals to continue living in their own homes and familiar surroundings independently, safely, and with support. Making housing accessible, providing support services at the neighbourhood scale, and strengthening community ties come to the fore under this heading.

- Karadakovan, A. (2014). Yaşlı sağlığı ve bakım. [Elderly health and care]. Ankara: Akademi-yen Kitabevi.
- Kurtkapan, H. (2018). Kentte yaşlılık ve yerel yönetim uygulamaları. [Ageing in the city and local government practices]. Nobel Bilimsel Eserler.
- Omran, A. R. (1971). The epidemiologic transition: A theory of the epidemiology of population change. Milbank Memorial Fund Quarterly, 49(4), 509-538.
- Region IV Public Health Training Center. (September 3, 2024). The importance of public health initiatives for older adults in the United States. <https://r4phtc.org/the-importance-of-public-health-initiatives-for-older-adults-in-the-united-states/>
- SDG 3 (Good Health and Well-Being), SDG 10 (Reduced Inequalities), SDG 11 (Sustainable Cities and Communities).
- Turkish Statistical Institute. (2024). İstatistiklerle yaşlılar 2024. [Statistics on the elderly, 2024]. <https://data.tuik.gov.tr/Bulten/Index?p=İstatistiklerle-Yaşlılar-2024-54079>
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- WHO. Age-Friendly Practices Archive: Age-Friendly World. <https://extranet.who.int/age-friendlyworld/afp/>
- World Health Organization. (n.d.). Ageing and health. (October 1, 2024). <https://www.who.int/news-room/fact-sheets/detail/ageing-and-health>

Project title → **HEALTH AGENTS NETWORK**

Keywords related to the case → **Health** **Volunteering** **Solidarity**

Country location → **LOCATION:** Tineo, Spain

Population and rate of population over 60 years of age → **DATE:** 2020 **POPULATION:** 9 389 - 43%

Relevant One Health concepts at the core of the case → **PEOPLE** **PARTICIPATION** **PEACE**

Color codes to facilitate locating inclusive keyword headings → **3** **10**

Relevant Phase 7 concepts at the core of the case → **HEALTH**

PROJECT TITLE Creación de una Red de Agentes de Salud
TARGET GROUP Older adults
EXPECTATION Meeting basic needs

The Municipality of Tineo launched the Health Agents Network in 2020 to combat loneliness and isolation in rural areas. Trained community volunteers serve as trusted advisors on basic health and social care, while also acting as intermediaries between families and formal service channels.

The programme primarily targets older adults living alone or with physical or cognitive limitations. Volunteers are equipped through training sessions covering health awareness, social support, and referral mechanisms. Built on over 15 years of local social-health experience, the network reinforces mutual aid culture within the community.

Its importance was underscored during the COVID-19 pandemic, when volunteers maintained information flows and support mechanisms during lockdown. The model facilitated early detection of health issues and reinforced solidarity. As a low-cost yet high-impact intervention, it is considered easily replicable across rural settings.

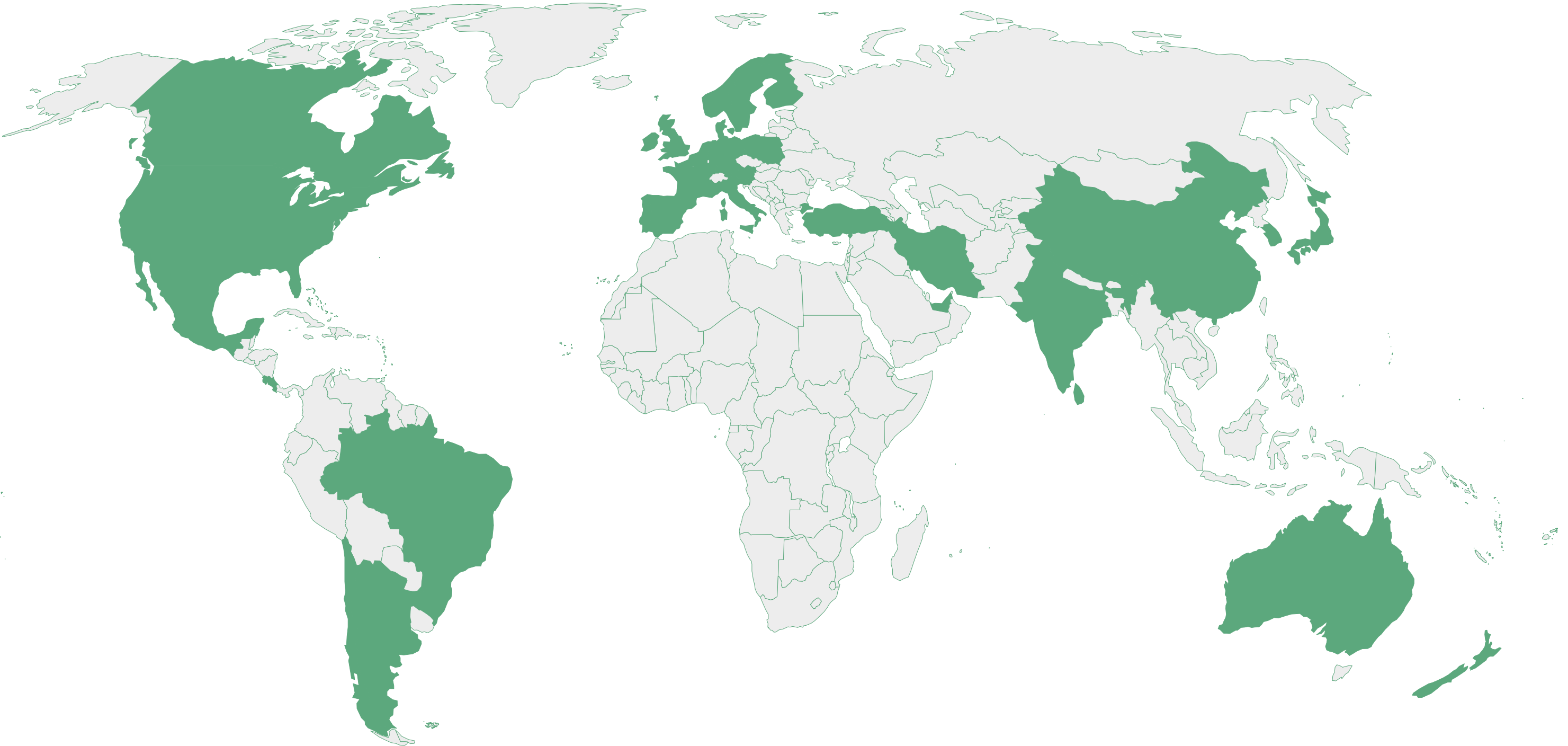
SOURCES: WHO: Creación de una red de agentes de salud https://portal.unicef.org/whoc/es/index.php?option=com_content&view=article&id=13073:creacion-de-una-red-de-agentes-de-salud
 El Comercio (2019 27 June): Tineo forma una 'red de salud' <https://www.elcomercio.es/comercio/comercio/actualidad/comercio/comercio/comercio/2019/06/27/tineo-forma-una-red-de-salud/>

Relevant SDG icons at the core of the case → **103**

Sources related to the case → **Project Information**

GEOGRAPHICAL DISTRIBUTION OF GOOD PRACTICES

The geographical distribution of the examples is as shown on the map.





**GLOBAL
GOOD
PRACTICES**

FIRE PREVENTION WORKSHOPS FOR OLDER PEOPLE

LOCATION: Madrid, Spain
DATE: 2022 POPULATION: 3.312.310 - 32%

Disaster Awareness Participation



- PROJECT TITLE** Taller de prevención dirigido a personas mayores
- TARGET GROUP** Older adults
- EXPECTATION** Building and sustaining relationships



Organised by Madrid's Fire Brigade since 2022, these workshops aim to protect older adults from household accidents and fire risks. Led by the Fire Brigade's Pedagogical Group and funded by the municipal budget, the programme is grounded in the "Guía de Prevención para Nuestros Mayores" [Prevention Guide for Our Older People].

Sessions deliver practical guidance on electrical and gas safety, kitchen fire prevention, and correct evacuation procedures. Key messages include avoiding smoke-filled stairwells and sealing door gaps with wet cloths during a fire. Instruction is reinforced with demonstrations, and group sessions are also held in day-care centres. Participants are encouraged to share learning with family and neighbours-spreading a neighbourhood-level safety culture beyond individual households.

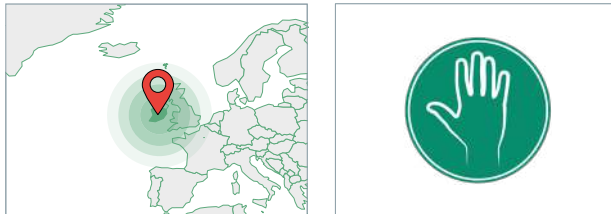
Participant feedback indicates high satisfaction due to the clarity and immediate applicability of the advice. Future plans include periodic content updates based on surveys and deeper involvement of trained older volunteers alongside professional instructors-embedding the programme in Madrid's broader age-friendly safety strategy.

SOURCES: WHO. Taller de prevención dirigido a personas mayores (Bomberos de Madrid) <https://extranet.who.int/agefriendlyworld/afp/taller-de-prevencion-dirigido-a-personas-mayores-bomberos-de-madrid/>
CMMLatina. (2024, 2 Nisan). Taller de prevención por el Cuerpo de Bomberos <https://cmmlatina.wordpress.com/2024/04/02/taller-de-prevencion-por-el-cuerpo-de-bomberos/>

HOME FIRE SAFETY CHECKS

LOCATION: Clare County, Ireland
DATE: 2023 POPULATION: 118.817 - 20%

Safety Disaster Awareness



- PROJECT TITLE** Home fire safety checks available from Clare County Fire and Rescue Service
- TARGET GROUP** Older adults
- EXPECTATION** Meeting basic needs



County Clare's home fire-safety campaign is delivered by the Clare Older People's Council, Clare County Council, and Clare Fire & Rescue. The campaign aims to reduce domestic fire risk among older residents, especially those living alone, while strengthening community-wide safety awareness. A multi-channel outreach strategy combined social media, the council website, local newspapers and radio, church offices, and Meals on Wheels networks to reach people with limited digital access, including those in rural areas.

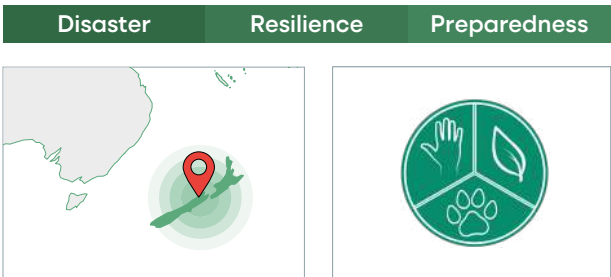
As part of the campaign, fire service staff provided guidance on smoke-alarm placement, electrical safety, kitchen fire prevention, escape routes, and simple emergency steps. Group sessions were also held at day-care centres, encouraging older adults to share lessons with family and neighbours.

Evaluation indicates decreased fire-related fatalities and improved safety awareness. Participants rated the free service as practical and accessible. Next steps include periodic re-inspections, digital learning materials, and recruiting older residents as volunteer "fire-safety ambassadors"-measures that embed the programme within a broader age-friendly safety strategy.

SOURCES: Clare County Council. (2023). Home fire safety checks available from Clare County Fire and Rescue Service <https://www.clarecoco.ie/your-council/news/home-fire-safety-checks-available-from-clare-county-fire-and-rescue-service.html>
WHO. Provision of a home fire safety check. <https://extranet.who.int/agefriendlyworld/afp/provision-of-a-home-fire-safety-check/>

LOCAL EMERGENCY PLANNING GUIDE FOR OLDER PERSONS

LOCATION: Gore District, New Zealand
DATE: 2022 POPULATION: 12,400 - 26.6%



- PROJECT TITLE** Local Emergency Planning Guide for Older Persons
- TARGET GROUP** Older adults
- EXPECTATION** Learning, development, decision-making



The Local Emergency Planning Guide for Older Persons was launched in 2022 in New Zealand's Gore District to improve preparedness and safety for older residents during disasters. Developed under the Council's Ready for Living initiative and produced in collaboration with Emergency Management Southland, the guide strengthens older adults' access to essential knowledge.

Grounded in New Zealand's 4R approach-Reduction, Readiness, Response, and Recovery-the guide provides practical advice on risk reduction, creating personal emergency plans, communication strategies, and assembling evacuation kits. Specific guidance is included for individuals with disabilities, those living alone, and pet owners.

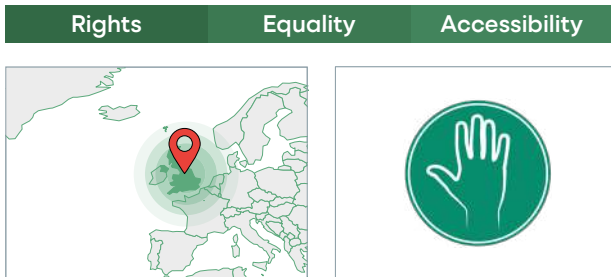
Designed to be age-friendly, the booklet uses large fonts, plain language, and wide spacing for readability. It has been widely distributed through health centres, community hubs, and municipal offices. Regional hazards such as floods, earthquakes, and severe weather are explained with clear before-during-after steps.

Community feedback within the project highlights the guide as a critical resource for both individual preparedness and community resilience. The Council plans to update the resource regularly and to further encourage older residents' active participation in disaster management processes.

SOURCES: WHO. Local emergency planning guide for older persons <https://extranet.who.int/agefriendlyworld/afp/local-emergency-planning-guide-for-older-persons/>
Gore District Council. (2022). Emergency preparedness guide: Ready for living resource booklet <https://www.goredc.govt.nz/repository/libraries/d2buwl37c7a7a9srz9ase/hierarchy/Our%20Community/Documents/Ready%20for%20Living/2022-29-09%20GDC%20Emergency%20Preparedness%20Guide%20A5%20Resource%20Booklet.pdf>

ACCESSING ELIGIBLE FUNDS

LOCATION: East Lindsey, United Kingdom
DATE: 2022 POPULATION: 140,700 - 37.9%



- PROJECT TITLE** Supporting People to Access the Funds They Are Eligible For
- TARGET GROUP** Vulnerable older persons (e.g., at risk of or affected by abuse, socially isolated, or living in poverty)
- EXPECTATION** Meeting basic needs



Launched in East Lindsey in 2022, this initiative seeks to improve older residents' access to financial entitlements that they are eligible for but often fail to claim. The programme provides information on supports such as Pension Credit and the Household Support Fund.

A key milestone of the programme was the initiative's contribution to the national Pension Credit Day of Action, which resulted in a 275% increase in pension claims. Locally, the programme uncovered widespread misconceptions: many older adults believed that having savings excluded them from eligibility, or that applications could only be submitted online.

To counter these barriers, local authorities introduced free helplines, social media campaigns, and community information sessions. Despite these efforts, impact measurement remains challenging, as it is difficult to track exactly how many applications were directly influenced by the initiative.

Programme feedback suggests that the programme has raised awareness and reduced stigma associated with claiming benefits. Future plans include new promotional campaigns, stronger institutional collaboration, and broader dissemination of eligibility information.



SOURCES: WHO. Supporting people to access the funds they are eligible for: <https://extranet.who.int/agefriendlyworld/afp/supporting-people-to-access-the-funds-they-are-eligible-for/>
East Lindsey District Council. Household support fund: <https://www.e-lindsey.gov.uk/householdsupportfund>

SENIOR ATHLETICS EVENTS

LOCATION: Kochi, India

DATE: 2025 POPULATION: 3.406.055 - 16.5%



- PROJECT TITLE** AKSAM 2025 - Senior Athletics for Active Healthy Ageing
- TARGET GROUP** Both younger and older people (i.e. intergenerational)
- EXPECTATION** Mobility



Organised in 2025 under the Age-Friendly Kochi banner, AKSAM promotes active ageing through athletics while intentionally fostering intergenerational participation. The event was co-led by MAG-ICS NGO and CEDAC, facilitated by Kochi Municipal Corporation. Medical safety was ensured by Candor Aura, the Indian Medical Association (IMA), and the Geriatric Society of India (GSI), logistics and health support came from VPS Lakeshore and Manappuram Finance. Neo Film School and media volunteers documented activities, amplifying visibility across social platforms.

Within the event, more than 500 older athletes competed across age-appropriate categories, with the oldest participant aged 93, underscoring the programme's symbolic power. Free registration, nutrition support, event T-shirts, and a crowning ceremony contributed to a welcoming atmosphere and strong dignity signals.

Participant feedback requested more shade structures, additional medical staff, and structured warm-

up sessions-insights that will shape future editions. To sustain momentum, organisers plan district-level qualifiers, year-round training camps, and international partnerships to exchange methodology and benchmarking data. AKSAM demonstrates a sustainable, partnership-driven model where sport, health promotion, and social inclusion mutually reinforce one another-positioning athletics as both prevention and community-building for older residents.

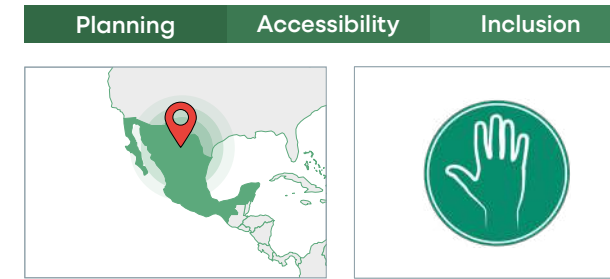


SOURCES: WHO. AKSAM 2025 - Senior Athletics for Active Healthy Ageing. <https://extranet.who.int/agefriendlyworld/afp/aksam-2025-senior-athletics-for-active-healthy-ageing/>
Senior Athletic. Senior Athletic. <https://seniorathletic.com/>

IMPROVING ACCESS IN COMMON AREAS

LOCATION: Tecolotlán, Mexico

DATE: 2023 POPULATION: 16.603 - 17.14%



- PROJECT TITLE** Mejoras de acceso en áreas comunes
- TARGET GROUP** Kronik sağlık sorunları veya engeli olan yaşlı bireyler
- EXPECTATION** Hareketlilik



Launched in 2023, Tecolotlán Municipality's project aims to enable safe, independent circulation for older adults and people with mobility limitations across the main square and surrounding public spaces. Co-ordinated by the Social Development Unit and the Public Works Directorate and financed through the annual municipal budget, the initiative was informed by in-person consultations with older residents to identify key barriers and priority sites.

Interventions within the project included the construction of low-slope ramps, installation of non-slip surfaces, and provision of unobstructed crossings for users of wheelchairs, walkers, and canes. These measures created a continuous movement network linking the municipal building, marketplace, and social event areas. Residents reported substantial improvements in access-particularly to the market.

Participants of the project note enhanced comfort and independence in daily life, and the programme enjoys broad community support. Although a formal impact evaluation is pending, the municipality plans to scale the approach to neighbouring settlements. Given limited finances, future priorities include public-private partnerships, neighbourhood-based volunteer support, and deeper involvement of community associations to ensure sustainability.

SOURCES: WHO. Mejoras de acceso en áreas comunes. <https://extranet.who.int/agefriendlyworld/afp/mejoras-de-acceso-en-areas-comunes/>
Municipio de Tecolotlán. (2025). Mejoras de acceso en áreas comunes. <https://app-sapumu.sfo2.digitaloceanspaces.com/tecotlan/moduleitem/2025/04/48516/W4GGb04jLT.pdf>

WAT(T)ER FABLAB - 3D PRINTING APPLICATIONS

LOCATION: Porto, Portugal

DATE: 2023 POPULATION: 231.962 - 26%

Technology Safety Sustainability



- PROJECT TITLE** Wat(t)er FabLab - Impressão 3D
- TARGET GROUP** Both younger and older people (i.e. intergenerational)
- EXPECTATION** Mobility



The Wat(t)er FabLab is an innovation initiative launched in 2023 by the municipal utility for water and energy in Porto. The project aims to replace metal components in the city's water infrastructure-frequently subjected to theft or corrosion - with locally fabricated parts produced in a FabLab environment using bioplastics and 3D printers. Since 2019, selected metal fittings have been gradually substituted with biodegradable or recyclable plastics such as PLA, PETG, and ASA. This shift has reduced costs by up to 70%, eliminated theft-related risks, and significantly improved the efficiency of maintenance and repair cycles. In recognition of its circular-economy approach and environmentally responsible production model, the initiative received the 2025 ERSAR Innovation Award.

in neighbourhoods. The project demonstrates how targeted technological substitutions can enhance the resilience of urban services while also improving everyday safety for older adults.



From an age-friendly perspective, the intervention helps prevent trip hazards and similar incidents linked to displaced or damaged surface components (e.g., covers), thereby supporting safer walking conditions

SOURCE: WHO. Wat(t)er FabLab - 3D impression in operations. <https://extranet.who.int/agefriendlyworld/afp/watter-fablab-3d-impression-in-operations/>
Águas e Energia do Porto. Águas e Energia do Porto. <https://aguasdoporto.pt/>

MÍSTER CHEF: COOKING WORKSHOP

LOCATION: Fuenlabrada, Spain

DATE: 2020 POPULATION: 201.246 - 18.56%

Nutrition Education Participation



- PROJECT TITLE** Mister Chef - Taller de cocina
- TARGET GROUP** Older men
- EXPECTATION** Meeting basic needs



Launched in 2020, the Mister Chef programme in Fuenlabrada targets older men, particularly those living alone, with the aim of enhancing cooking skills, supporting independent living, and challenging gender stereotypes around domestic roles.

The project consists of 10-week practical workshops held in municipal senior centres. Sessions cover healthy menu preparation, cooking techniques, kitchen organisation, and hygiene. Instructors also emphasise the role of diet in disease prevention and wellbeing. Importantly, the workshops are designed as spaces for social interaction, reframing the kitchen not only as a place for meal preparation but also as a forum for sharing experiences and renegotiating social roles.

Municipally funded, the programme attracted significant media attention. For many participants, this was the first opportunity to prepare meals independently. Beyond immediate skill-building, the project generated new forms of male participation in domestic life, linking personal empowerment to broader gender-equity goals.

To sustain connections, WhatsApp groups were created, enabling participants to exchange recipes, encourage one another, and maintain friendships. Feedback demonstrates high satisfaction and strong demand for continuation. The municipality intends to repeat the programme in future cycles and integrate it into the city's age-friendly strategies.

SOURCE: WHO. Mister Chef - Taller de cocina. <https://extranet.who.int/agefriendlyworld/afp/mister-chef-taller-de-cocina/>

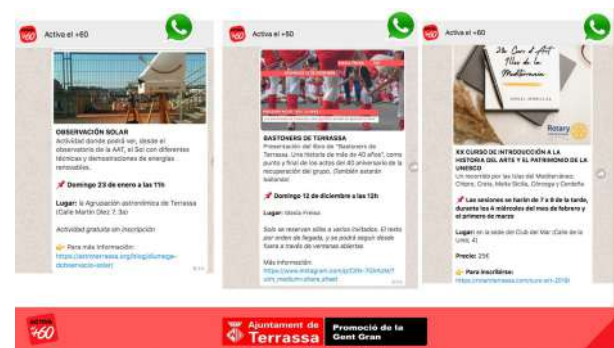
ACTIVE LIVING PROGRAM FOR ADULTS OVER 60

LOCATION: Terrassa, Spain

DATE: 2021 POPULATION: 224.111 - 22.72%



- PROJECT TITLE** Activa el +60
- TARGET GROUP** Older adults
- EXPECTATION** Building and sustaining relationships



Launched in 2021 by Terrassa City Council, Activa el +60 aims to increase older adults' participation in community life, support efforts against loneliness, and strengthen healthy living habits. Implemented with social-services units, healthcare providers, NGOs, and private partners, the programme's main tool is WhatsApp messaging that regularly informs participants about cultural, sports, health, volunteering, and educational opportunities.

By the end of 2021, 746 people were enrolled (73.3% women, mean age 68.8). Over the year, 487 messages were sent: 59% on cultural events, 14% on urban participation, 10% on health, 8% on physical activity, and the remainder on other themes. Notably, 84.5% of participants attended at least one activity and 75.4% rated the programme "highly satisfactory".

Beyond information sharing, Activa el +60 created new social pathways: participants visited unfamiliar cultural venues, developed new hobbies, and

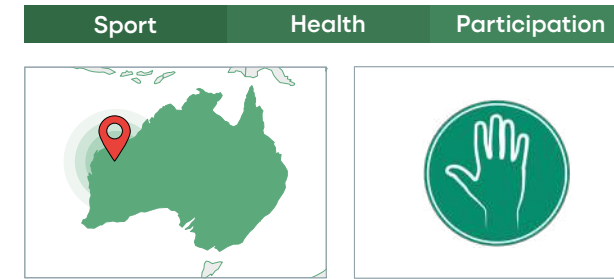
strengthened social ties. Challenges included limited reach among care-home residents, accordingly, future plans focus on broader outreach, alternative channels for those with low digital access, and alignment with other European age-friendly initiatives.



MOVE IT: BACK IN THE GAME

LOCATION: Macedon Ranges, Australia

DATE: 2020 POPULATION: 50.231 - 23.8%



- PROJECT TITLE** Move It - Back in the Game
- TARGET GROUP** Older adults
- EXPECTATION** Mobility



Developed by the Macedon Ranges Shire Council as part of the Move It programme for the Loddon Mallee Region-funded by the Australian Government via Sport Australia (January 2019-June 2021)-Back in the Game encourages physically inactive adults, particularly older people, to engage in regular activity within fun and socially supportive settings.

The programme initially offered twice-weekly, one-hour in-person sessions in Woodend and Romsey, featuring adapted indoor sports such as walking basketball, netball, soccer, hockey, table tennis, and badminton. Sessions were designed for all ability levels and included opportunities to socialize with healthy refreshments, free transport was provided for participants with mobility constraints.

Due to COVID-19 restrictions, in-person sessions paused in March 2020 and were supplemented by Zoom-based fitness classes. Although online participation remained limited, demand for face-to-face sessions rebounded in early 2021.

Independent evaluations within the programme found increases in activity frequency alongside reported gains in happiness, confidence, and social satisfaction. Despite challenges-including the pandemic, transport barriers, and motivation-the programme distinguished itself through strong social benefits and low-cost accessibility. After the funding period, the council continued the programme with a modest participation fee.

ACLI: TWO STEPS FOR HEALTH

LOCATION: Autonomous Province of Trento, Italy

DATE: 2017 POPULATION: 538.000

Health	Mobility	Technology
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- PROJECT TITLE** Due passi in salute con le ACLI
TARGET GROUP Older adults
EXPECTATION Mobility



Launched in 2017, Due passi in salute con le ACLI addresses the rising burden of chronic disease among older adults linked to physical inactivity and unhealthy habits. The initiative promotes regular movement and a holistic health mindset by combining nature- and culture-based walking itineraries with digital support through the Two Steps mobile application. Physical activity is complemented by healthy eating guidance and light cognitive exercises, framing prevention as a daily routine rather than an episodic intervention.

The programme is led by the local administration with the field experience of the ACLI Pensioners' Federation and technical backing from Trentino Salute 4.0 - Digital Health Competence Centre. Participants are encouraged to complete at least four guided walks, app-based pedometer data and short knowledge



quizzes support adherence and reinforce learning. A daily 10,000-step target is gamified to increase engagement. Financing blends public and institutional funds with volunteer contributions, keeping costs low while sustaining continuity.

Feedback on the initiative has been largely positive. Older adults report strengthened social ties, renewed motivation to be active, and a desire for new routes and additional editions. To date, three editions have been successfully completed, demonstrating scalability across municipalities with robust park and green-space networks. The experience, particularly through its integration into Trento's cultural and natural landscape, provides long-term contributions both to healthy ageing and to solidarity within the community.



SOURCES: WHO. Due passi in salute con le ACLI. <https://extranet.who.int/agefriendlyworld/afp/due-passi-in-salute-con-le-acli/>
 Provincia Autonoma di Trento. (2019, 12 September). Due passi in salute con le ACLI. Vita sana e invecchiamento attivo in Trentino. Trento: Provincia Autonoma di Trento, Dipartimento Salute e Politiche Sociali. <https://www.trentinosalute.net/content/download/19710/303810/file/duepassi2019WEB.pdf>

BIO-HEALTHY PARKS

LOCATION: Valencia, Spain

DATE: 2016 POPULATION: 791.632 - 25.9%

Planning	Exercise	Health
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- PROJECT TITLE** Bio-Healthy Parks
TARGET GROUP Older adults
EXPECTATION Meeting basic needs



Since 2016, the City of Valencia has developed a network of bio-healthy parks to ensure free, safe access to physical activity for residents aged 60+. The project responds to elevated fall risk, sedentary behaviour, and chronic disease among older adults by embedding graduated exercise stations into public spaces. Each park includes equipment designed to improve balance, coordination, strength, and flexibility, with layouts tailored to neighbourhood profiles and age-appropriate movement patterns.

The innovation is twofold: first, it mainstreams exercise into everyday environments, reducing stigma and logistical barriers, second, it treats park planning as a preventive health intervention. Installation and operations are funded through the municipal

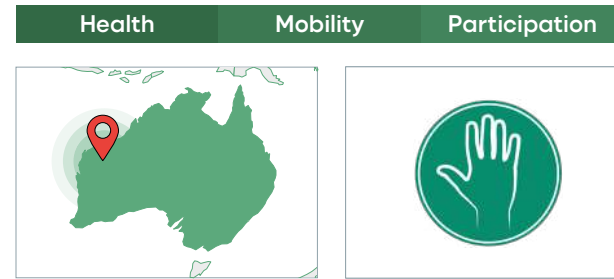
budget, maintenance is delivered by relevant city departments, enabling reliability and scale. In recent years, eight additional parks have been added, expanding geographic coverage and accessibility.

Expected outcomes of the project include higher participation in regular physical activity, preservation of mobility, and improvements in self-reported health. Recommended monitoring encompasses user counters, satisfaction surveys, and self-reported functional health indicators. Building on favourable community feedback, the city plans to extend the network-particularly near senior centres-consolidating a low-cost, climate-suitable model that can be easily adapted in temperate cities seeking to integrate public health with urban design.

SOURCE: WHO. Bio-healthy parks. <https://extranet.who.int/agefriendlyworld/afp/bio-healthy-parks/>

LIVE WELL LIVE LONG

LOCATION: Clarence City, Australia
DATE: 2014 POPULATION: 55.000 - 19%



- PROJECT TITLE** Live Well Live Long Program
TARGET GROUP Older adults with chronic conditions or disabilities
EXPECTATION Learning, development, decision-making



Live Well Live Long is a cornerstone of Clarence City Council's age-friendly strategy, launched in 2014 to strengthen healthy behaviours, prevent chronic disease, and reduce social isolation among older residents. Delivered in partnership with local health authorities, NGOs, and volunteers, the programme offers 10-12-week series that cover nutrition, physical activity, mental health, chronic-condition self-management, and community participation. Sessions combine group learning, guided exercise, and interactive activities, with simple take-home actions that embed new routines.

Participant reports show increased regular exercise, improved dietary habits, and broader social networks. Feedback consistently describes sessions as informative, motivating, and accessible across varying ability levels. Beyond individual outcomes, the programme acts as an on-ramp to other services (e.g., walking groups, community gardens, volunteering), thereby expanding the ecosystem of supports for ageing in place.



Future plans include supplementing courses with online resources, adding topic strands (e.g., falls prevention, sleep, strength training), and widening outreach through libraries and senior centres a. As a low-cost, scalable intervention tightly integrated with age-friendly initiatives, Live Well Live Long demonstrates how municipalities can translate public-health goals into concrete, community-level impact.

SOURCES: WHO. Live well live long program. <https://extranet.who.int/agefriendlyworld/afp/live-well-live-long-program/>
Tasmanian Department of Health. Live Well Live Long: Pathways for change. <https://www.health.tas.gov.au/news/articles/live-well-live-long-pathways-change>
Clarence City Council. Clarence City Council. <https://www.ccc.tas.gov.au>

TOURIST ROUTES FOR OVER 65

LOCATION: Porto, Portugal
DATE: 2018 POPULATION: 231.962 - 26%



- PROJECT TITLE** O Porto é Lindo - Roteiros Turísticos 65+
TARGET GROUP Older adults
EXPECTATION Mobility



Since 2018, Porto's O Porto é Lindo - Roteiros 65+ has promoted active ageing by expanding older adults' access to the city's cultural life and reducing social isolation. Guided weekly tours follow thematic routes across heritage, culture, and nature. Crucially, route selection is co-designed with older participants, who propose destinations and accessibility adjustments, ensuring age-friendly pacing, amenities, and transport.

The programme couples safe transport with group-based participation, yielding physical, social, and cultural benefits. In the 2019 review, 2,000+ participants rated the initiative "excellent," citing stronger social ties, increased mobility, and a heightened sense of belonging to the city. Beyond individual outcomes, the model supports intergenerational sharing of Porto's heritage and strengthens inclusive urban identity.

Building on success, the municipality plans to add new themes, increase capacity, and reach rural residents who face greater mobility barriers. The



principal challenge remains long-term sustainability and keeping engagement high over time-addressed through diversified routes, seasonal programming, and partnerships with cultural institutions.

SOURCES: WHO. O Porto é Lindo - Roteiros turísticos 65+. <https://extranet.who.int/agefriendlyworld/afp/o-porto-e-lindo-roteiros-turisticos-65/>
Câmara Municipal do Porto. Pessoas idosas - O Porto é Lindo. <https://coesaosocial.cm-porto.pt/pessoas-idosas/o-porto-e-lindo>

EXERCISE THERAPY VIDEOS FOR OLDER ADULTS

LOCATION: Cleveland, United States

DATE: 2015 POPULATION: 390.113 - 17.8%

Sport Health Technology



PROJECT TITLE Thrive Where You Are - An Exercise Therapy Video Series for Older Adults

TARGET GROUP Older adults

EXPECTATION Mobility



Launched in 2015, Thrive Where You Are is a pilot designed to expand safe access to exercise for older adults who live at home or have limited mobility. Embracing a “senior centre without walls” concept, the series presents therapist-informed routines that target muscle groups essential for activities of daily living and can be performed in bed, in a chair, or standing. The aim is to build strength, balance, and confidence while reducing environmental and financial barriers to participation.

Developed under the leadership of Cleveland State University (CSU) with contributions from the City’s Department of Aging, the programme embedded co-design with older adults from the outset. Participants worked alongside CSU students to identify beneficial home-based movements and took part in filming across varied domestic settings to model real-world feasibility. Videos are broadcast on the municipality’s TV20 channel and shared via social



media, each episode closes with signposting to other local age-friendly services, strengthening continuity of support. Despite a modest budget, municipal pro-bono videography enabled high-quality production, and students completed an “Aging Services 101” orientation to ensure safe, respectful engagement during shoots.

While a formal impact evaluation is pending, the series is expected to improve exercise adherence at home and enhance self-efficacy. Lessons learned during production—such as pacing, cueing clarity, and adapting to tight interior spaces—are informing new content. Next steps include scaling distribution to reach a broader audience (e.g., library screens, senior housing, clinician portals) and iterating modules for diverse ability levels. The model is readily transferable to other cities seeking to deliver senior-centre benefits into the home through low-cost media and intergenerational collaboration.



SOURCE: WHO. Thrive Where You Are - An Exercise Therapy Video Series for Older Adults. <https://extranet.who.int/agefriendlyworld/afp/thrive-where-you-are-an-exercise-therapy-video-series-for-older-adults/>

WALKER RALLY

LOCATION: Oslo, Norway - Gothenburg, Sweden

DATE: 2017 - 2019 POPULATION: 624.000 - 11%

Sport Mobility Participation



PROJECT TITLE Walker Rally

TARGET GROUP Older adults

EXPECTATION Mobility



The Walker Rally is an inclusive public event enabling participation with walkers, canes, or wheelchairs. Launched in Oslo (2017) and later Gothenburg (2019), it encourages older adults to use city centres and parks actively, promotes physical activity, and counters social isolation while sending a visible civic message that mobility in later life is both possible and valuable.

In Oslo, the municipality organises the rally with health-focused NGOs. Student health-assistant

trainees accompany participants, and a “senior patrol” of retired police officers supports safety. Festive elements—such as a “best-decorated walker” contest—sit alongside the route to anchor a welcoming atmosphere. In Gothenburg, events in Trädgårdsföreningen Park mobilise municipal and civil-society logistics.

Participation in the event has increased year on year, embedding the rally as a social tradition. Outcomes include reduced anxiety about travelling to the city centre (Oslo) and renewed use of parks among older residents who had stopped visiting (Gothenburg). The main challenge has been outreach and recruitment, future plans focus on scaling, deeper partnerships with local businesses, and greater senior involvement in planning. The format is straightforward to replicate and complements broader age-friendly public-realm strategies.



SOURCES: WHO. Walker rally. <https://extranet.who.int/agefriendlyworld/afp/walker-rally/>
WHO. Walker rally in Trädgårdsföreningen Central Park in Gothenburg. <https://extranet.who.int/agefriendlyworld/afp/walker-rally-in-tradgardsforeningen-central-park-in-gothenburg/>

RESPITE CARE PROGRAMME

LOCATION: Stargard, Poland

DATE: 2023 POPULATION: 65,685 - 24%



- PROJECT TITLE** Respite Care Programme
- TARGET GROUP** Older adults with chronic conditions or disabilities
- EXPECTATION** Meeting basic needs

In 2023, the City of Stargard launched a Respite Care Programme to address caregivers' rest needs and older adults' limited access to short-term, safe care. A municipal apartment was refurbished to full accessibility and now provides 24/7 care for up to four people at a time. Applications are processed through the Municipal Social Assistance Centre, operations are delivered by the Szczecin Golden Age Association, selected via an open call. Renovations were co-funded by the EU, with services supported by the national Solidarity Fund.

The homelike environment reduces institutional stress and eases transitions, an element highlighted in early feedback from users and families. Eleven individuals

used the service in the first phase. While a formal impact study is pending, reports indicate high satisfaction and perceived safety. Key risks concern building trust and meeting operational costs in the medium term.

Going forward, the municipality aims to increase capacity and secure continuity financing. Evaluation should track metrics such as caregiver burden reduction, readmission avoidance, and successful returns to home routines. Strategically, the programme is now embedded in Stargard's age-friendly agenda as a backbone service that complements home-based and community supports.



SOURCE: WHO. Respite care programme. <https://extranet.who.int/agefriendlyworld/afp/respite-care-programme/>

CAREGIVER TRAINING PROGRAMME

LOCATION: Maipú City, Chile

DATE: 2022 POPULATION: 521,627 - 15%



- PROJECT TITLE** Programa de formación de cuidadores/as
- TARGET GROUP** Older adults
- EXPECTATION** Meeting basic needs



Established in 2022 through a public-private partnership between the Municipality of Maipú and the AIEP Vocational Institute, this programme seeks to close the local caregiving workforce gap while creating employment opportunities. Training sessions, held at the municipal care centre, consist of 18 modules combining theoretical and practical instruction. Participants who successfully complete the course receive certification. In the first two editions, 80 individuals graduated, with planning already completed for a third cohort.

The curriculum of the programme is based on gerontology and geriatrics and includes both classroom learning and hands-on experience. The programme's target group comprises neighbours providing informal support as well as staff in residential-care



institutions. Its innovation lies in training community members and professional caregivers side by side, ensuring knowledge exchange and a holistic approach. Older residents themselves participated during the needs-assessment stage, helping to define the content of the programme.

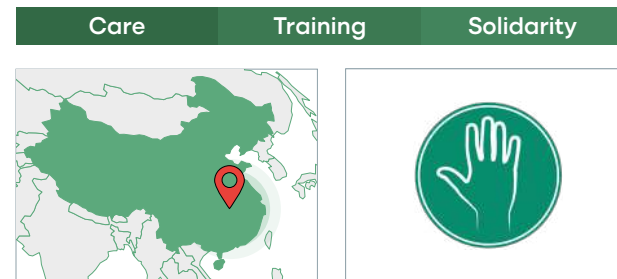
Challenges were noted particularly in engaging institutional staff, which were mitigated through strong communication strategies and benefit-oriented promotion. Feedback shows that older adults experienced greater satisfaction with the care they received, reflecting the programme's immediate impact. Looking ahead, expansion through new editions is planned. Evaluation will rely on indicators such as post-certification employment rates and improvements in perceived quality of care.

SOURCES: WHO. Programa de formación de cuidadores/as. <https://extranet.who.int/agefriendlyworld/afp/programa-de-formacion-de-cuidadores-as/>
Ilustre Municipalidad de Maipú. Inicia séptima versión del programa de formación de cuidadoras/es de personas mayores. Municipalidad de Maipú. <https://www.municipalidadmaipu.cl/noticias/publicacion/951/inici-s-ptima-versi-n-del-programa-de-formaci-n-de-cuidadoras-es-de-personas-mayores>

CAREGIVER SUPPORT MODEL AND PSYCHO-EDUCATION PROGRAMME

LOCATION: Wan Chai, Hong Kong SAR, China

DATE: 2020 POPULATION: 150,900 - 24%



- PROJECT TITLE** Caregiver Support Model and Psycho-Education Programme
- TARGET GROUP** Both younger and older people (i.e. intergenerational)
- EXPECTATION** Meeting basic needs



Run by the Methodist Centre for the Elderly in Wan Chai and funded by the Simon K. Y. Lee Elderly Fund, this programme strengthens family caregivers' knowledge and skills while alleviating caregiver burden. Technical support is provided by City University of Hong Kong and the Wan Chai District Council. Eligibility focuses on primary family caregivers assisting people aged 60+ with ADL/IADL needs.

Training is delivered through group sessions and peer-learning formats. Core content includes stress management, self-care, communication, practical care techniques, and navigation of support services. Experienced caregivers act as mentors, during the pandemic, support groups continued online. Tablets were distributed and ICT became integral to participation and information access.

Participants report increased self-worth, reduced feelings of isolation, and empowerment through knowledge, though some discontinued due to reluctance to share personal experiences. Overall

satisfaction is high. While resource constraints limit programme repetition, digital tools and mentoring will be integrated into routine services-demonstrating an effective, scalable good practice for improving older adults' quality of life via empowered caregivers.



SOURCES: WHO. Caregiver support model and psycho-education programme. <https://extranet.who.int/agefriendlyworld/afp/caregiver-support-model-psycho-education-programme/>
VAL-Connect. Caregiver support model. <https://val-connect.aifio.io/clinical-trials/listings/5506/caregiver-support-model/>
MedPath. NCT04272918 - Caregiver support model & psycho-education program. <https://trial.medpath.com/clinical-trial/Sd788b06e1f5ea45/nct04272918-caregiver-support-model-psycho-education-program>

NEIGHBOURHOOD CARE PLAN FOR OLDER ADULTS

LOCATION: Central & Western District, Hong Kong SAR, China

DATE: 2018 POPULATION: 248,600 - 15.1%



- PROJECT TITLE** JCAFC Neighbourhood Care Scheme for Elderly Carers
- TARGET GROUP** Vulnerable older persons (e.g., at risk of or affected by abuse, socially isolated, or living in poverty)
- EXPECTATION** Meeting basic needs



Launched in 2018 and led by Caritas with funding from the Hong Kong Jockey Club Charities Trust (JCAFC), the Neighbourhood Care Plan strengthens social participation among older people living alone and among caregiving couples. Outreach covered 1,372 households, providing assessment, home visits, and service referrals to 86 older adults. A cohort of 41 volunteer "Neighbourhood Care Ambassadors" was trained to conduct regular check-ins, while workshops equipped carers with mental-health literacy and practical care skills. To build community awareness, 4,000 information booklets on age-friendly resources were distributed.

An independent evaluation by the HKU Sau Po Centre on Ageing confirmed strong results. 87.5% of participants reported increased social participation, satisfaction reached 81.3%, and recommendation intent was 100%. Future plans focus on scaling resources, integrating small home adaptations (e.g., grab bars, improved lighting), and deepening neighbourhood ambassador networks to sustain regular contact.

The scheme illustrates how light-touch, neighbourhood-based interventions can activate social capital, reduce isolation risk, and provide low-threshold pathways into formal services-an approach well suited to dense urban districts with diverse housing stocks.

SOURCES: WHO. JCAFC Neighbourhood Care Scheme for Elderly Carers. <https://extranet.who.int/agefriendlyworld/afp/jcfc-neighbourhood-care-scheme-for-elderly-carers/>

CARE ACTION

LOCATION: Islands District, Hong Kong SAR, China
 DATE: 2018 POPULATION: 156,800 - 15%

Care

Participation

Solidarity




PEOPLE

PARTICIPATION

PEACE

3 GOOD HEALTH AND WELL-BEING

10 REDUCED INEQUALITIES

-  PROJECT TITLE Tung Chung Care Action
-  TARGET GROUP Both younger and older people (i.e. intergenerational)
-  EXPECTATION Building and sustaining relationships



The Care Action project is a multi-pronged community programme that addresses social participation and mental-health needs of older adults living in Hong Kong's outlying areas. Its primary strategy is to train "care ambassadors" who provide early emotional support, identify needs, and connect people to appropriate services.

Implemented under local government leadership with support from the Islands District Council, the initiative mobilised NGOs and health providers across phases. In 2018 alone, around 300 households were visited, later Phase II and III expansions broadened reach and activity types. Older residents contributed as baseline interviewers and, in some cases, became care ambassadors themselves-strengthening trust

and cultural fit. Where privacy restrictions limited door-to-door outreach in certain estates, ambassadors pivoted to street information stands and referral mechanisms, while hospitals and mental-health organisations delivered psychoeducation seminars.

Evaluation findings of the programme are positive, indicating gains in mental-health awareness, coping strategies, and help-seeking. Equally important, the programme has established a durable collaboration network spanning public agencies, schools, hospitals, and private sponsors-an asset for rapid mobilisation during shocks.

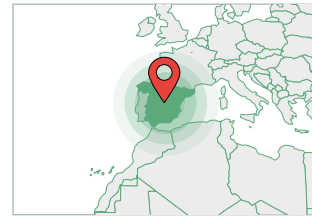
SOURCES: WHO, Tung Chung Care Action, <https://extranet.who.int/agefriendlyworld/afp/tung-chung-care-action/>

BRIDGING THE DIGITAL DIVIDE AND SUPPORTING THE COVID PASSPORT

LOCATION: Sabadell, Spain

DATE: 2021 POPULATION: 215.760 - 24.02%

Technology Accessibility Participation



- PROJECT TITLE** Suport esletxa digital i passaport COVID / Apoyo brecha digital y pasaporte COVID
- TARGET GROUP** Older adults
- EXPECTATION** Building and sustaining relationships



Mobile outreach teams extended coverage to different neighbourhoods, reducing access barriers. Hundreds of older adults strengthened their digital capabilities, lowering the risk of social exclusion and enabling more autonomous daily routines. Feedback highlights the programme's accessibility and personalised guidance as major strengths. The city plans to maintain and expand the inclusive model in additional districts as part of its broader digital-transformation agenda.

Launched in 2021 by Sabadell City Council in partnership with the Vallès Oreneta Civil Foundation, this programme improves digital skills among older adults and facilitates access to essential digital services that became critical during the COVID-19 period. A particular focus was enabling older residents to obtain and use vaccination certificates-key to healthcare access and everyday mobility.

Within the programme, free one-to-one coaching and small-group sessions were delivered in senior centres and municipal complexes. Participants received support on internet use, email setup, video-conferencing platforms, social media, online safety, and digital identity. To address immediate pandemic needs, the municipality established seven dedicated support points in libraries and senior complexes to help residents download the Pasaporte COVID, register on health platforms, and manage digital documents on their devices.



SOURCES: Ajuntament de Sabadell. Bona acollida del dispositiu que ajuda a descarregar el passaport COVID a la gent gran. <https://web.sabadell.cat/actualitat/notis/item/bona-acollida-del-dispositiu-que-ajuda-a-descarregar-el-passaport-covid-a-la-gent-gran>

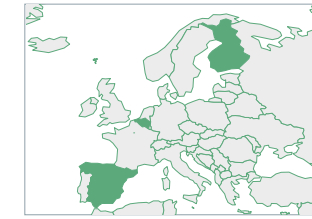
WHO. Suport esletxa digital i passaport COVID / Apoyo brecha digital y pasaporte COVID. <https://extranet.who.int/agefriendlyworld/afp/suport-esletxa-digital-i-passaport-covid-apoyo-brecha-digital-y-pasaporte-covid/>

AGE-FRIENDLY CITIES: URBANAGE

LOCATION: Flanders (Belgium), Helsinki (Finland), Santander (Spain)

DATE: 2021 - 2024

Technology Urban Planning Participation



- PROJECT TITLE** Urbanage
- TARGET GROUP** Older adults
- EXPECTATION** Learning, development, decision-making



Urbanage is an interdisciplinary and multi-stakeholder project under the EU Horizon 2020 programme, designed to foster age-friendly cities by integrating inclusive decision-making with advanced digital technologies. Conducted between January 2021 and January 2024, the project convened 12 partners from Finland, Belgium, Italy, Greece, Spain, and the United Kingdom. Coordinated by Engineering Ingegneria Informatica S.p.A. with technical coordination by Tecnalia, the consortium was structured to balance governance, public-private collaboration, and cross-disciplinary expertise.



As part of the project, pilot applications were carried out in Santander, Helsinki, and Flanders, focusing on the development of digital tools such as digital twins, IoT devices, web services, and mobile applications. Older adults actively participated in all stages, with their feedback integrated to improve usability, accessibility, reliability, inclusiveness, and adoption rates. Insights from the pilots addressed issues including secure data use, personalization options, digital literacy training, the integration of offline and online participation, iterative improvements in user experience, and capacity-building needs of local governments.

The project concluded with the development of replication pathways and policy recommendations to adapt the model for other cities. Key recommendations emphasized strengthening open data infrastructures, promoting inter-municipal data sharing, encouraging participation through organized senior groups, and prioritizing user-friendly interface design.

SOURCES: WHO. Urbanage. <https://extranet.who.int/agefriendlyworld/afp/urbanage/>
Urbanage. (2024). Urbanage project. <https://www.urbanage.eu/>

SOCIAL INNOVATION LAB

LOCATION: Porto, Portugal
DATE: 2023 POPULATION: 231.962 - 26%

Innovation Participation Entrepreneurship



- PROJECT TITLE Laboratório de Inovação Social do Porto
- TARGET GROUP Both younger and older people (i.e. intergenerational)
- EXPECTATION Information and communication



The Social Innovation Lab, coordinated by the Social Cohesion Department of Porto Municipality through the Porto Social Innovation Centre (CIS Porto), is a multi-phase support programme aimed at designing and implementing innovative solutions to address chronic or emerging social challenges in the city. By convening individuals, civil society organizations, social enterprises, and private-sector representatives, the Lab cultivates collaboration in social innovation.

Every year, the Lab launches project calls aligned with specific themes including elderly loneliness, vulnerabilities in young people's transition to independent living, or migrants' social participation. The programme follows a four-stage structure: application and pre-selection, a bootcamp pre-acceleration phase, a two-month acceleration stage, and a six-month incubation process. During these stages, teams receive intensive mentoring and capacity-building in project development, social impact design, financial sustainability, and pilot planning.



Within the framework of the project, selected projects benefit from physical workspace provided by the municipality, technical consultancy, financial guidance, and access to a broad multi-sectoral stakeholder network. At the end of the incubation phase, pilot initiatives are publicly presented, creating pathways for financing and scaling. The Lab strengthens Porto's social entrepreneurship ecosystem while generating solutions with direct and lasting impact on local communities.

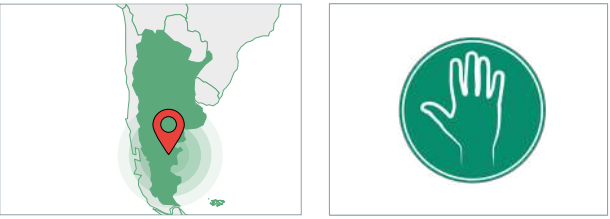


SOURCES: WHO. Laboratório de inovação social do Porto: Porto's social innovation lab. <https://extranet.who.int/agefriendlyworld/afp/laboratorio-de-inovacao-social-do-porto-portos-social-innovation-lab/>
Câmara Municipal do Porto. (2023). Laboratório de inovação social. <https://coesaosocial.cm-porto.pt/laboratorio-de-inovacao-social/laboratorio-de-inovacao-social>

DIGITAL AUTONOMY COURSE

LOCATION: Vicente López, Argentina
DATE: 2023 POPULATION: 269.420 - 23%

Technology Education Participation



- PROJECT TITLE Curso de autonomía digital
- TARGET GROUP Older adults
- EXPECTATION Building and sustaining relationships



Launched in 2023 under the coordination of the Health Secretariat at the Rodríguez Ortega Municipal Geriatric Hospital, the Digital Autonomy Course addresses digital exclusion among residents aged 60+ who face disadvantages in accessing public services and managing daily tasks. Open to all older adults in the district, the course is delivered through weekly, in-person sessions and organised into modular six-week cycles based on demand.

The curriculum of the course covers safe internet use, e-government procedures, mobile communication, online payments, and fraud awareness, combining demonstrations with hands-on practice. Official municipal channels are used for outreach and enrollment. Early iterations revealed a shortage of instructors that limited one-to-one support, this was mitigated by appointing two assistant facilitators to increase individual guidance without disrupting group dynamics.

Participant feedback has been consistently positive. Graduates report stronger community connections and improved independence in everyday digital tasks such as scheduling appointments, submitting forms, and maintaining contact with family networks. A formal impact evaluation is planned, with replication in additional neighbourhoods in the second half of the year. Proposed monitoring indicators include enrolment and completion rates, self-effi-

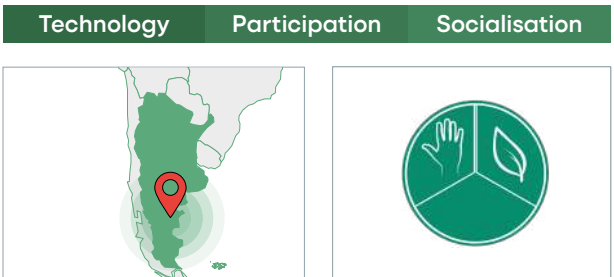


cacy scales, re-enrolment/continuation rates, and qualitative measures of perceived access to services. The model is highly scalable through integration with the municipal network of libraries and senior centres, enabling decentralised delivery while maintaining a standardised curriculum and support protocols.

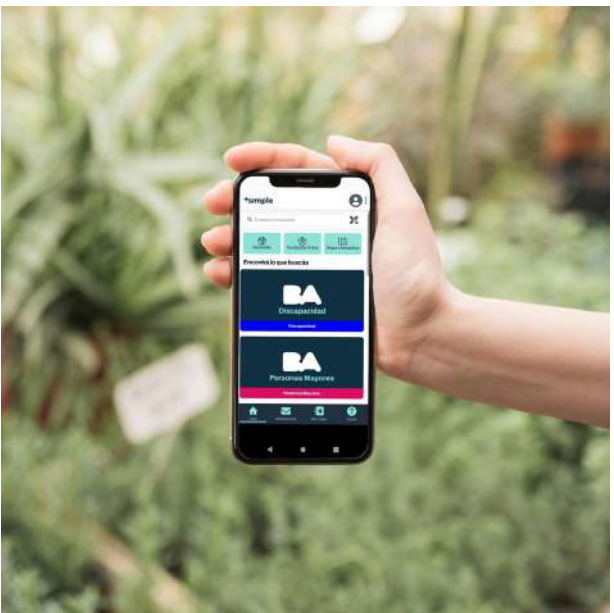
SOURCE: WHO. Curso de autonomía digital. <https://extranet.who.int/agefriendlyworld/afp/curso-de-autonomia-digital/>

CLUB +SIMPLE: ACTIVE PARTICIPATION IN CITY LIFE

LOCATION: Buenos Aires, Argentina
DATE: 2023 POPULATION: 3.120.612 - 23%



- PROJECT TITLE: Club Simple
- TARGET GROUP: Older adults
- EXPECTATION: Building and sustaining relationships



Launched in 2023 by the City of Buenos Aires, Club +Simple is a digital inclusion platform that supports active participation of residents aged 60+. From a single entry point-web or mobile-older adults can access workshops, events, news, games, and vetted useful apps, with content spanning tourism, culture, health, and recreation. The platform is integrated with broader Bienestar Integral initiatives to align online engagement with place-based opportunities.

Users may browse general content without registration, creating an account enables personalised experiences (saved activities, reminders, suggested content). During design, older users' direct feedback

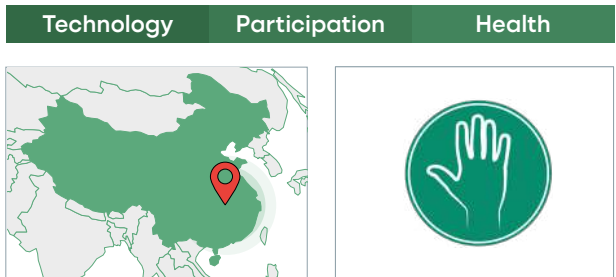
informed usability upgrades-larger touch targets, simplified navigation flows, and clearer labeling-addressing a major barrier: aligning the interface with older adults' digital habits.

Expected outcomes of the platform include increased social participation, reinforcement of healthy behaviours, and narrowing of the digital divide. Short feedback loops (in-app surveys, contact forms) guide incremental improvements. Looking ahead, the city plans neighbourhood-level announcements, gamification features (streaks/badges), and additional accessibility options (contrast modes, screen-reader tags) to broaden reach.



AGE-FRIENDLY CITY

LOCATION: North District, Hong Kong SAR, China
DATE: 2019 POPULATION: 315.600 - 19.8%



- PROJECT TITLE: Age-friendly city in North District
- TARGET GROUP: Older adults in general
- EXPECTATION: Mobility

Launched in 2019, this initiative aimed to strengthen digital inclusion for older adults and facilitate access to information. The project responded to common challenges such as internet connectivity issues, unfamiliarity with mobile applications, and difficulties identifying public information points. Coordinated by the Ellen Li District Elderly Community Centre (YWCA) with funding from the North District Council and support from local NGOs, the programme engaged older adults not just as participants but as content creators.

Within the programme, ambassadors received training on digital skills, including Wi-Fi access, mobile safety, and app use. Equipped with this knowledge, older residents contributed to compiling a "Useful

Information Booklet", helped map local information points, and tested Wi-Fi quality at various facilities. The programmes's findings were presented at a public forum at the end of 2019, ensuring visibility and accountability. The project enhanced older adults' ability to use digital technologies safely and effectively, receiving positive feedback for its practicality and relevance.

Looking ahead, plans include standardising information points, producing digital access maps, and establishing regular ambassador rotations. Proposed evaluation indicators include participation rates, skill acquisition, booklet reach, and user ratings of access to information.

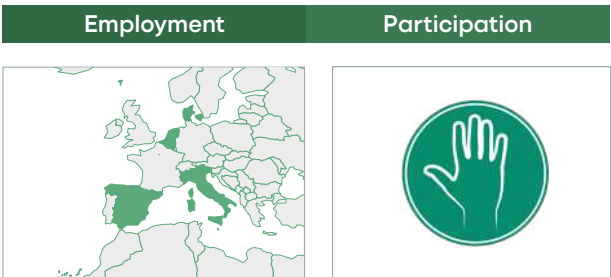


SOURCES: WHO. Club +Simple. <https://extranet.who.int/agefriendlyworld/afp/club-simple/>
Gobierno de la Ciudad de Buenos Aires. Club +Simple. <https://buenosaires.gob.ar/desarrollounoahabitat/personas-mayores/club-simple>

SOURCES: YWCA. (2021, 5 October). Elderly and teenagers introduced North District with videos. Young Women's Christian Association of Hong Kong. <https://www.ywca.org.hk/News/Elderly-and-teenagers-introduced-North-District-with-videos>
WHO. Age-friendly city in North District. <https://extranet.who.int/agefriendlyworld/afp/age-friendly-city-in-north-district/>

AGE-FRIENDLY TOOLKIT

LOCATION: Spain, Denmark, the Netherlands, Italy, Belgium
 DATE: 2023 POPULATION: 8,100,000,000



- PROJECT TITLE** Age Friendly Toolkit
- TARGET GROUP** Both younger and older people (i.e. intergenerational)
- EXPECTATION** Learning, development, decision-making



The Age-Friendly Toolkit was developed as a systematic response to the growing demand for accessible, inclusive, and age-friendly services in cities, driven by longer life expectancy and an expanding older population across Europe. A key innovation of the project was the creation of a new professional profile, the Age-Friendly Cities Professional, designed to strengthen the knowledge, skills, and competencies of those working in the field of inclusive aging.

The curriculum consists of six modules, addressing built and smart environments, social participation, inclusion and collaboration, employment and civic engagement, community support, and communication. The content is fully aligned with the WHO Age-Friendly Cities framework and enriched through case studies, good practices, and methods of local adaptation. The training was designed for flexibility, allowing integration into vocational education curricula as well as use as independent learning modules.

Through a multilingual, web-based open education platform, the toolkit is freely accessible to a wide

range of users—from teachers and healthcare professionals to local authorities and volunteers. Stakeholder consultations shaped the learning materials to ensure accessibility, applicability, and cultural adaptability.

The ultimate goal of the project is to foster the development of age-friendly environments and support the promotion of active aging, community participation, intergenerational solidarity, and inclusive urban policies across Europe.



INSTITUTE FOR LIFELONG LEARNING

LOCATION: Montclair, New Jersey, ABD
 DATE: 2016 POPULATION: 37,699 - 17%



- PROJECT TITLE** Montclair Institute for Lifelong Learning (The MILL)
- TARGET GROUP** Older adults
- EXPECTATION** Learning, development, decision-making

Montclair Institute for Lifelong Learning (The MILL) was established in the spring of 2016 as a joint initiative of the Township of Montclair's Department of Senior Services, the Montclair Public Library Adult School, the Montclair Art Museum, the Montclair History Center, and Montclair State University. The aim is to sustain the motivation of individuals aged 55 and over to learn and participate by offering high-level, free classes organized in six-week terms. The project emerged from a needs assessment indicating that this age group was often at a decision point about whether to remain in Montclair or relocate. The program's core goals are to support active citizenship through education, strengthen social bonds, and increase older adults' capacity to remain within the community. It began as a stand-alone initiative but quickly evolved into a broader local policy arm. In the first term, seven classes were offered; classes were dispersed across various venues throughout the township to encourage participation from different groups. In response to high demand, partner institutions launched fundraising campaigns; the "Back to School" campaign raised \$50,000 from the community, and the Partners for Health Foundation provided co-funding. This made it possible to increase the number of classes, and the Montclair Art Museum's existing programs were incorporated into the MILL. In 2017, registrations reached 1,926 and the number of classes reached 69, representing a 50% increase over the previous year. In addition, in collaboration with Connections at Home NJ and local television, a current-events course was broadcast live, enabling access for homebound older adults. With the participation of the Montclair YMCA, fitness classes were also added to the program. The program is regularly evaluated by a roundtable composed of students and institutional representatives, and the registration software and administrative processes are being improved.



The MILL's most tangible achievement is enabling older adults to engage actively in learning, socialization, and decision-making processes. Participant feedback is largely positive. Ensuring access for homebound older adults, reducing digital inequities, and increasing educational diversity are among the notable successes. The challenges concern the fair management of registration processes amid rising demand and budget constraints. However, thanks to the roundtable mechanism, issues are addressed swiftly and solutions are produced. Future plans include increasing the number of courses, strengthening the digital access infrastructure, and engaging partners from different sectors more effectively in the program.



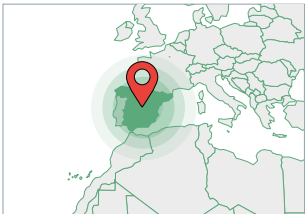
SOURCES: WHO. Age-friendly toolkit. <https://extranet.who.int/agefriendlyworld/afp/age-friendly-toolkit/>
 AFCToolkit. Age-friendly toolkit. <https://www.afctoolkit.eu/>

SOURCES: WHO. Lifelong Learning Program. Age-Friendly World. <https://extranet.who.int/agefriendlyworld/afp/lifelong-learning-program/>
 Township of Montclair. Department of Senior Services. Senior Services / Lifelong Montclair. <https://www.montclairnjusa.org/Government/Departments/Senior-Services>

EXPERIENCE WORKSHOPS

LOCATION: Zaragoza, Spain
DATE: 2013 POPULATION: 693,229 - 25%

Education	Participation	Arts
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- PROJECT TITLE** Talleres de la Experiencia
- TARGET GROUP** Older adults
- EXPECTATION** Learning, development, decision-making

Zaragoza's Experience Workshops are built on peer-to-peer learning, where older adults teach and learn from one another to enhance self-esteem, autonomy, and community ties while promoting active citizenship. Spread across 31 municipal centres, the programme runs 300+ workshops per year with 5,000+ annual places. Around 600 older volunteers act as workshop leaders, sharing knowledge in languages, hobbies, dance, and crafts, among other themes.

Participants occupy dual roles: learner and instructor. Volunteer educators receive "train-the-trainer" support and contribute to programme evaluation, closing the loop between design, delivery, and refinement. The format creates micro-communities around shared interests, which strengthens social networks and sustains motivation beyond the classroom.

Although a formal impact study is pending, the programme demonstrates a robust low-cost/high-participation balance. Reported outcomes include improved self-efficacy, reduced isolation, and greater visibility of older adults' skills in public cultural life. The approach is highly transferable: a



simple governance framework (centre coordination and volunteer councils), lightweight quality assurance (brief curricula and safety guidelines), and recurring evaluation touchpoints can seed similar models in other cities.

Future directions of the programme include hybrid sessions (onsite and streaming), intergenerational tandems with youth volunteers, and outcome tracking using attendance retention, self-reported wellbeing, and peer-network density as indicators.

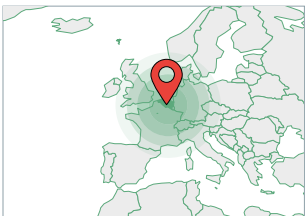


SOURCES: WHO. Talleres de la experiencia <https://extranet.who.int/agefriendlyworld/afp/talleres-de-la-experiencia/>

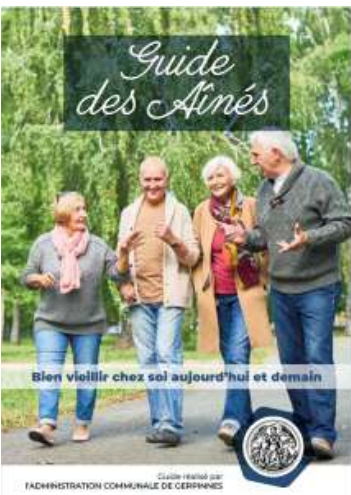
SENIORS' GUIDE

LOCATION: Gerpennes, Belgium
DATE: 2019 POPULATION: 12.902 - 33%

Information Participation Accessibility



- PROJECT TITLE Cr ation du Guide des A n s
- TARGET GROUP Older adults
- EXPECTATION Learning, development, decision-making



Launched in 2019, the Seniors' Guide in Gerpennes was designed to simplify older residents' access to dispersed information sources. Led by the Seniors' Advisory Council with support from the Social Cohesion Plan (PCS), the project consolidates practical, up-to-date information on health, social services, and daily living into a single, reliable reference. The guide complements existing municipal bulletins and directories rather than duplicating them, creating a tiered information ecosystem that is easier to navigate.

Editorial quality control is central. Content is verified through extended review cycles, drawing on the Hainaut Health Observatory and the CPAS (Public Centre for Social Welfare) for validation and technical advice. The final product is available both in print and online, with cross-links from the PCS site to digital inclusion activities (e.g., introductory ICT courses) so that information access and digital skills reinforce one another.

The most persistent challenge has been keeping rapidly changing contact details and service offers continuously updated. The team addresses this by scheduling rolling updates and inviting feedback from service providers and users via simple correction channels. While no formal impact evaluation has been undertaken, iterative updates and user comments indicate that the guide improves informed decision-making and reduces time lost to fragmented searches.

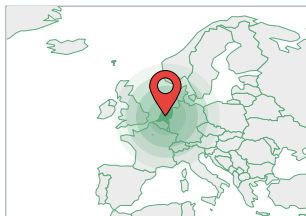
As a low-cost, high-utility model, the Seniors' Guide is well suited to small municipalities. Its strengths lie in participatory governance (via the Advisory Council), rigorous verification, and multimodal access. Future refinements include adding accessibility icons, standardised service descriptors, and lightweight analytics for the web version to prioritise frequently consulted sections.



AFFORDABLE AND ECO-FRIENDLY SOLUTIONS FOR OLDER ADULTS

LOCATION: Lahey, Netherlands
DATE: 2025 POPULATION: 525.000 - 20%

Environment Technology Accessibility



- PROJECT TITLE Affordable Age and Eco-Friendly Solutions for Older Adults
- TARGET GROUP Older adults
- EXPECTATION Learning, development, decision-making



Co-funded by Erasmus+ (from 2022), AFECO is a multi-partner European initiative enabling older people and caregivers to recognise and implement low-cost, age-friendly, and eco-friendly solutions. The project integrates ageing-in-place, social participation, and environmental sustainability goals through co-creation with end users.

The consortium spans municipalities, universities, seniors' associations, social-service providers, and private actors. User needs directly shape content design. The AFECO Learning Place online platform

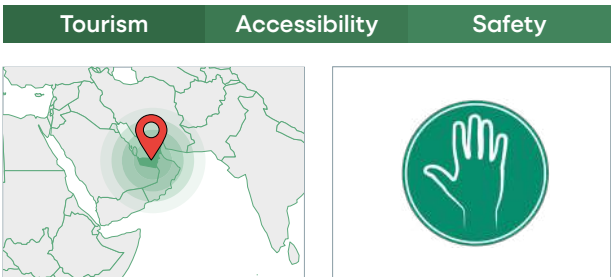
comprises nine modules (e.g., home adaptations, technology, safety, health, finance). Learners select personalised pathways and can consult "Alfi", a virtual assistant. Pilot testing engaged 120 older adults and 60 caregivers.

Feedback highlights preferences for visual content and subtitles in national languages. The programme has increased knowledge around home/environmental adaptations and offers a replicable model for accessible lifelong learning.

SOURCES: WHO. Cr ation du Guide des A n s. <https://extranet.who.int/agefriendlyworld/afp/creation-du-guide-des-aines/>
Plan de Coh sion Sociale (PCS) de Gerpennes. Accueil. <https://sites.google.com/view/plandecohsionsociale/accueil>

AGE-FRIENDLY HOTELS

LOCATION: Sharjah Emirate, United Arab Emirates
DATE: 2021 POPULATION: 1.232.402 - 2.5%



- PROJECT TITLE Age-Friendly Hotels
- TARGET GROUP Older adults
- EXPECTATION Meeting basic needs



Launched in 2021, the Age-Friendly Hotels initiative in Sharjah aims to elevate standards of accessibility and inclusivity in the tourism sector. The programme, coordinated by the Sharjah Commerce and Tourism Development Authority in collaboration with the Sharjah Age-Friendly City Office, was integrated into the Emirate's 2021-2023 strategic plan. Hotels are evaluated against specific criteria relating to physical accessibility, service design, and safety, and those meeting the standards receive certification.

The Accessibility Certificate awarded by the World Disability Union (WDU) recognizes hotels that ensure safe and comfortable stays not only for people with disabilities but also for older adults. To date, four hotels have received certification, with the Double-Tree by Hilton Sharjah Waterfront Hotel & Residences highlighted as a flagship example. Facilities include accessible rooms, ramps, elevators, age-friendly signage systems, and guest support programmes.

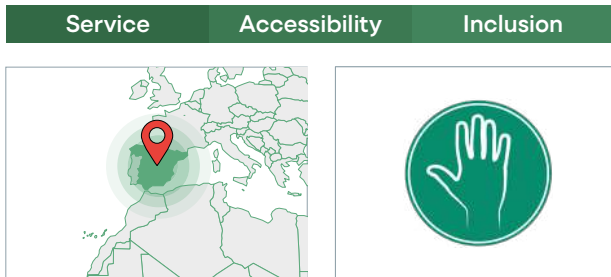
The project addresses barriers that older people face in travel and tourism, promoting social participation, active lifestyles, and intergenerational interaction. At the same time, it contributes to combating ageism and reinforces Sharjah's international reputation as an age-friendly city.



SOURCES: WHO. Age-friendly hotels. <https://extranet.who.int/agefriendlyworld/afp/age-friendly-hotels/#prettyPhoto>
Zawya. Four hotels meet Sharjah age-friendly requirements. <https://www.zawya.com/en/business/hospitality/four-hotels-meet-sharjah-age-friendly-requirements-uj6yaibp>

SERVICES FOR ADULTS AGED OVER 70

LOCATION: Zaragoza, Spain
DATE: 2024 POPULATION: 693.229



- PROJECT TITLE Servicio +70 Ventanilla Preferente Para Personas Mayores
- TARGET GROUP Older adults
- EXPECTATION Meeting basic needs



The Servicio +70 was launched by Zaragoza Municipality to improve access to public services for citizens aged 70 and over. The initiative stands out for integrating older people's direct input during its design phase, ensuring that the model is needs-based and inclusive.

The programme establishes priority service desks in municipal buildings, offering older persons preferential appointments, assistance with bureaucratic processes, and personalized guidance. This arrangement minimizes waiting times, reduces procedural complexity, and prevents misdirection to inappropriate offices. The service is reinforced through digital access support and physical adjustments to public facilities.

Although a comprehensive impact evaluation has not yet been carried out, pilot phase feedback has

been positive. The municipality plans to extend the initiative to additional service units in the future. One major challenge encountered was the organizational restructuring required to tailor municipal services specifically for older citizens, necessitating careful coordination in terms of human resources and budget allocation.



SOURCES: WHO. Servicio +70 ventanilla preferente para personas mayores. <https://extranet.who.int/agefriendlyworld/afp/servicio-70-ventanilla-preferente-para-personas-mayores/>
Ayuntamiento de Zaragoza. Personas mayores. <http://zaragoza.es/sede/portal/servicios-sociales/personas-mayores/>

TRAFFIC IMPROVEMENT PLAN IN NGAU TAM MEI

LOCATION: Yuen Long District, Hong Kong SAR, China

DATE: 2022 POPULATION: 578,529 - 13.89%

Volunteering Solidarity Participation



- PROJECT TITLE** Traffic improvement plan in Ngau Tam Mei
- TARGET GROUP** Older adults
- EXPECTATION** Meeting basic needs



For years, remote villages in Yuen Long District have struggled with insufficient public transport, limiting access to healthcare, shopping, and social services. This posed a significant barrier to ageing in place, particularly for older residents. In 2022, the Traffic Improvement Plan was launched with funding from the Hong Kong Jockey Club Charities Trust, under the leadership of the Salvation Army, with technical support from the Lingnan University Asia-Pacific Institute of Ageing Studies.

The project's innovation lies in appointing older residents as "Age-Friendly City Ambassadors", directly involving them in transport monitoring. Volunteers documented service frequency, waiting times, and passenger experiences across six bus and minibus stops during early morning hours, while also conducting surveys to capture community needs. Due to difficulties in transporting volunteers and challenges of early-morning data collection, the scope was scaled back to three stops.



Findings of the projects were compiled and reported directly to operators and the district council. The results revealed that accessibility problems were contributing to outmigration of younger populations and weakening community sustainability. Older residents' active participation gave legitimacy to the process and highlighted transport as a core determinant of inclusion.

The project strengthened community identity and provided evidence-based insights for local policy. Future plans include a formal impact evaluation, with indicators such as peak-hour waiting times, service frequency changes, user satisfaction, and perceptions of exclusion. The model demonstrates an adaptable methodology for rural and suburban contexts.

WHAT IF YOUR AGE WERE AN ADVANTAGE?

LOCATION: Morteau, France

DATE: 2019 POPULATION: 7,081 - 19.10%

Information Inclusion Awareness



- PROJECT TITLE** Et si votre âge était un avantage?
- TARGET GROUP** Older adults
- EXPECTATION** Meeting basic needs



Launched in 2019 by Morteau's municipal social services unit (CCAS), project "What If Your Age Were an Advantage?" aims to enhance older adults' access to information, strengthen participation in community life, and reframe social perceptions of aging. At the centre of the initiative is a comprehensive information booklet for residents aged 60+, covering healthcare and care services, social support programmes, volunteering opportunities, and cultural and sports activities.

Within the activities, content priorities were co-defined with representatives of retirees' associations and older volunteers, ensuring that the booklet reflects users' real information needs. The publication is updated annually and mailed to all households, accompanied by a personalised cover letter signed by the Mayor. The 2020-2021 edition added a community events calendar, and the launch meeting evolved into a public gathering with municipal officials and stakeholders.

Locally, the initiative has had strong impact: many older residents began using services they were previously unaware of. The digital version also supports families living outside the city by facilitating remote caregiving. User feedback on both content and design has been highly positive. Regular annual updates and re-distribution keep the information current, offering a low-cost, high-impact model for small municipalities.



TESTING URBAN STREET FURNITURE

LOCATION: Rennes, France

DATE: 2015 POPULATION: 207,178 - 18%

Design Accessibility Participation



- PROJECT TITLE** Le mobilier urbain au banc d'essai
- TARGET GROUP** Both younger and older people (i.e. intergenerational)
- EXPECTATION** Mobility

Launched in 2015, Rennes' Street Furniture Test Programme tackles barriers to public-space participation arising from inaccessible seating. The project's goal is to design benches and related furniture that are comfortable and accessible for older people, thereby enabling longer stays, more social interaction, and safer mobility.

On 29 May 2015, field tests were conducted with older adults and persons with disabilities to evaluate multiple seating prototypes. User feedback on seat height, back and arm support, materials, and placement informed a revised public-furniture specification. By embedding a "user-first" approach in municipal procedures, the project shifted procurement from standardised catalogues to evidence-informed design.

From 2018 onward, selected models were installed across neighbourhoods, receiving positive evaluations. Tangible outputs include new bench standards



derived from on-site recommendations and clearer criteria for durability, comfort, and accessibility. Future plans involve integrating shade, lighting, and ground-surface treatments to deliver holistic comfort in streets and squares. The programme provides a rapidly adaptable participatory-design template for other cities seeking to operationalise age-friendly principles in public-realm investments.



SOURCE: WHO. Le mobilier urbain au banc d'essai. <https://extranet.who.int/agefriendlyworld/afp/le-mobilier-urbain-au-banc-dessai/>

ACCESS AND FUNCTIONAL NEEDS REGISTRY

LOCATION: St. Louis County, United States

DATE: 2014 POPULATION: 1,000,560 - 22.9%

Disaster Resilience Accessibility



- PROJECT TITLE** Access and Functional Needs Registry
- TARGET GROUP** Vulnerable older persons (e.g., at risk of or affected by abuse, socially isolated, or living in poverty)
- EXPECTATION** Meeting basic needs



Established by the St. Louis County Department of Human Services in 2014, the Access and Functional Needs Registry is a voluntary database designed to protect older adults, persons with disabilities, and people with temporary mobility limitations during emergencies.

Within this service, applicants enrol by phone or online, records securely store health information, assistive devices, caregiving arrangements, and contact details, to be used only for crisis management. Privacy is safeguarded under Missouri's Sunshine Law with specific exemptions.

The programme was shaped by lessons from a major 2006 storm that exposed coordination gaps. Older residents were consulted during planning to define information needs and service scope. The registry enhances personal security while enabling fast-



If you need assistance during a disaster, **ST. LOUIS COUNTY** can help!

STLCO Functional Needs Registry

REGISTER:

ONLINE:
www.stlouisco.com/registry

PHONE:
(314) 615-4426

Do you know who you or your loved ones will call in an emergency or disaster situation?

If you are a St. Louis County resident and have a functional or mobility need due to physical, cognitive, or age-related conditions, registering yourself or loved ones on the Functional Needs Registry is an excellent emergency preparedness tool.

Enrolling in the Functional Needs Registry lets emergency responders know you may need additional assistance if a community disaster strikes, and allows them to plan and respond accordingly.

Participation in the registry is **FREE** and **VOLUNTARY** and requires completing an enrollment application. Your information is **CONFIDENTIAL**.

For more information: CORP: (314) 615-4426



er, more targeted responses by local authorities. Although a formal evaluation is pending, planned enhancements include outreach to diverse ethnic communities, integration with home-care networks, and regular drills-positioning the registry as both a response and preparedness tool that strengthens community resilience.

SOURCES: St. Louis County Department of Public Health. Access and functional needs registry. <https://stlouiscounty.org/st-louis-county-departments/public-health/emergency-preparedness/access-and-functional-needs-registry/>

WHO. Functional needs registry. <https://extranet.who.int/agefriendlyworld/afp/functional-needs-registry/>

FOOD CONNECTIONS CLARENCE

LOCATION: Clarence, Australia
DATE: 2014 POPULATION: 55.000 - 19%

Food

Participation

Solidarity



 PROJECT TITLE

Food Connections Clarence

 TARGET GROUP

Older adults

 EXPECTATION

Meeting basic needs



Food Connections Clarence, initiated by Clarence City Council in 2014, is a community-based programme designed to strengthen social connections among older adults, promote healthy eating, and encourage intergenerational engagement. The initiative is delivered in collaboration with neighbourhood centres, volunteer organizations, and local communities.

Activities within the programme include community meals, cultural cooking events, walking-dining gatherings, community gardens, food assistance, and dementia-friendly cafés. The programme's inclusivity is reinforced through targeted events for cultural groups such as Bhutanese and Chinese older adults.

Older residents actively participate in menu development, activity facilitation, and intergenerational workshops. Regular feedback is used to adapt menus and guide the introduction of new activities. Independent evaluations show that the programme reduces social isolation, fosters community belonging, and improves mental health.

Although challenges persist, including differing levels of commitment among partners, the programme delivers significant social value. Future plans within the programme include scaling the initiative to additional localities.



PEOPLE

PROSPERITY

PEACE

3 GOOD HEALTH AND WELL-BEING

11 SUSTAINABLE CITIES AND COMMUNITIES

13 CLIMATE ACTION

AGE-FRIENDLY PARKS CHECKLIST

LOCATION: London, Canada
DATE: 2013 POPULATION: 422.324 - 24%

Planning

Accessibility

Safety



 PROJECT TITLE

Age Friendly Parks Checklist

 TARGET GROUP

Older adults

 EXPECTATION

Mobility

Launched in 2013, the Age-Friendly Parks Checklist sought to make London's parks more accessible, safe, and attractive for older adults. The checklist was developed by the Age-Friendly London Network's Open Spaces and Buildings Working Group in collaboration with students from Western University. The process combined a literature review, analysis of the Philadelphia Age-Friendly Parks Checklist, and a survey of 89 older residents to identify usage patterns and barriers. Seven parks were then piloted, and the criteria were adapted to London's local context.

The checklist covers seating, walking paths, washrooms, public transport connections, safety, signage, and community gardens. With support from city staff, 377 parks were assessed against these criteria. Older residents prioritized consistent access to washrooms, additional seating, and improved parking accessibility. Importantly, older adults participated not only as users but also as decision-makers, shaping criteria and priorities.

Looking ahead, the programme foresees periodic re-assessment of all parks and the application of

a scoring system to track progress over time, positioning the checklist as a core tool in London's age-friendly open-space strategy.

Access to Park	☐ Parking available within the park ☐ Parking available adjacent to the park ☐ Parking available on the street ☐ Designated accessible parking spots ☐ Designated drop-off/pick-up area ☐ Bike rack ☐ Bus stop at or near park entrance
Signage	☐ Sign with name of park ☐ By-law sign ☐ Way-finding signs to washrooms ☐ Large, clear font with high tonal contrast and sans serif font ☐ AODA signage
Safety	☐ Clear sight lines from road to amenities ☐ Cellphone reception
Water	☐ Water fountain/filling station
Garbage Cans	☐ Garbage cans - # _____
Shade	☐ Shade trees along parts of paths ☐ Shade trees near benches ☐ Shade trees in park ☐ Shade canopy, shelter or sun sails ☐ Shade from buildings
Other observations	



SOURCES: WHO. Food Connections Clarence. <https://extranet.who.int/agefriendlyworld/afp/food-connections-clarence/>
Clarence City Council. (2022). Food Connect. <https://assets.ccc.tas.gov.au/uploads/2024/07/FoodConnect2022.pdf>

SOURCES: WHO. Age-friendly parks checklist. <https://extranet.who.int/agefriendlyworld/afp/age-friendly-parks-checklist/>
City of London. (2017). Age-Friendly Parks Checklist. https://sagelink.ca/wp-content/uploads/2020/04/London-AFParksChecklist_2017.pdf
City of London. Age-Friendly London Network. <https://london.ca/living-london/community-services/senior-supports/age-friendly-london-network>

AGE-FRIENDLY CARDIFF NEWSLETTER

LOCATION: Cardiff, United Kingdom
DATE: 2022 POPULATION: 364.248 - 14%

Participation Communication Information



- PROJECT TITLE Age-Friendly Cardiff Newsletter
- TARGET GROUP Older adults
- EXPECTATION Building and sustaining relationships



The Age-Friendly Cardiff Newsletter is a targeted pilot to deliver accurate, accessible, and timely information to older residents amid a growing population and widening digital divide. By localising national health messages—for example, on RSV vaccination—and pairing them with practical, everyday guidance, the bulletin bridges national communications and neighbourhood realities.

Produced collaboratively by local authorities, public health bodies, and civil-society partners—with contributions from Cardiff and Vale University Health Board and Public Health Wales—the newsletter benefits from institutional credibility. Older adults are embedded in the feedback loop, early issues drew criticism about colour contrast, prompting responsive redesign for readability. Distribution is financed and supported by the City Council and delivered through libraries, care settings, and community events, alongside digital channels.

Routine feedback from readers and stakeholders has been positive, citing improved access to trustworthy information and a sense of inclusion. Although formal impact metrics are not yet in place, consistent

uptake suggests sustainability. Next steps include expanding physical pick-up points and adopting more systematic feedback instruments (e.g., short response postcards, QR-code surveys) to guide iterative improvements.



SOURCES: Age-Friendly Cardiff (2025, June). AFC Newsletter Summer 2025. https://c3sc-mysharepoint.com/b/r/personal/resources_c3sc_org_uk/Documents/Website%20Resources%20Library/Website%20Posts_images_documents/2025/June/ENGLISH%20AFC%20Newsletter%20Summer%2025.pdf?csf=1&web=1&e=Ny40Oo
WHO. Age-friendly Cardiff newsletter. <https://extranet.who.int/agefriendlyworld/afp/age-friendly-cardiff-newsletter-2/>

COMMUNITY INTERVENTION PROGRAMME

LOCATION: Bilbao, Spain
DATE: 2022 POPULATION: 346.278 - 31%

Community Participation Solidarity



- PROJECT TITLE Aukeragune – Programa de Intervención Comunitaria
- TARGET GROUP Vulnerable older persons (e.g., at risk of or affected by abuse, socially isolated, or living in poverty)
- EXPECTATION Building and sustaining relationships



Bilbao's Aukeragune: Community Intervention Programme is a day-centre-anchored programme designed to increase social participation and support autonomy among older adults who are lonely or otherwise vulnerable. While the centre directly serves 60–80 people, outreach activities across surrounding neighbourhoods engage 2,000+ residents annually through community events. Social workers and community linkers co-create personalized intervention pathways for each participant, combining individual support with group activities.

According to 2023 reporting, 97 individuals received structured assistance during the year, 69% of whom lived alone—underscoring the programme's target alignment. Evaluations indicate positive outcomes in social connection and perceived wellbeing. The core mechanism is a blend of group-based anti-loneliness activities and neighbourhood partnerships that help participants build and maintain ties in places where they already live.

A key constraint has been the limited number of escort volunteers, which can hinder access for people with mobility or confidence barriers. In response, the municipality plans to strengthen volunteer and neighbour escort networks and pilot modular, neighbourhood-level units to decentralise offer. Continued periodic monitoring and evaluation—covering participation, retention, referrals, and self-reported wellbeing—will be essential for consolidating the model and guiding scale-up across the city.



SOURCES: WHO. Aukeragune – Programa de intervención comunitaria. <https://extranet.who.int/agefriendlyworld/afp/aukeragune-programa-de-intervencion-comunitaria/>
Ayuntamiento de Bilbao. Aukeragune – Programa de intervención comunitaria. https://www.bilbao.eus/cs/Satellite?c=BIQ_Noticia_FA&cid=1272917850414&language=es&pageid=3000005580&pagename=Bilbaonet%2FBIO_Noticia_FA%2FBIO_Noticia

AGE SIMULATOR

LOCATION: Ostrow Wielkopolski, Polonya
DATE: 2024 POPULATION: 72.000 - 23%

Empathy

Awareness

Participation



PEOPLE

PARTICIPATION

PEACE

3 GOOD HEALTH AND WELL-BEING

10 REDUCED INEQUALITIES

- PROJECT TITLE Age Simulator to Better Understand the Needs of Older Persons
- TARGET GROUP Both younger and older people (i.e. intergenerational)
- EXPECTATION Meeting basic needs



Launched by the Municipality of Ostrów Wielkopolski in 2024, the Age Simulator is an innovative awareness programme designed to foster empathy by allowing participants to experience the physical and cognitive limitations associated with aging. Featured in the WHO's Age-Friendly Practices database, the initiative specifically targets younger generations, aiming to enhance their understanding of the daily challenges faced by older persons.

Participants are equipped with special suits that restrict joint mobility, glasses that simulate vision impairment, headphones that reproduce hearing loss, and weighted accessories. Everyday tasks such as climbing stairs, sitting and standing, or grasping small objects become more difficult, vividly illustrating the hidden barriers encountered by older adults.

The programme extends beyond students, serving healthcare workers, caregivers, and civil society organizations. It equips professionals working directly with older persons to adopt more sensitive and inclusive approaches in service delivery. Participant feedback confirms that the simulator is a powerful tool for empathy and significantly raises awareness of societal aging.

Complementing existing policies such as the Senior+ House, telecare services, and free vaccination campaigns, the simulator reinforces Ostrów Wielkopolski's vision of inclusive and sustainable aging.

SOURCES: WHO. Age simulator to better understand the needs of older persons. <https://extranet.who.int/agefriendlyworld/afp/age-simulator-to-better-understand-the-needs-of-older-persons/>
Urząd Miejski w Ostrowie Wielkopolskim. (2024). Szkolenie z symulatorem starości dla NGO. <https://umostrow.pl/aktualnosci/szkolenie-z-symulatorem-starosci-dla-ngo.html>
Zwielkopolski24. (2024). Zrozumieć seniora: warsztaty z symulatorem starości w Ostrowie Wielkopolskim. <https://zwielkopolski24.pl/wiadomosci/zrozumiec-seniora-warsztaty-z-symulatorem-starosci-w-ostrowie-wielkopolskim/rDHLXcFWDH6Mw5FIQ679>

CULINARY MEMORIES

LOCATION: Mataró, Spain
DATE: 2021 POPULATION: 125.631 - 22.12%

Gastronomy

Participation

Culture



PEOPLE

PARTICIPATION

PEACE

3 GOOD HEALTH AND WELL-BEING

10 REDUCED INEQUALITIES

- PROJECT TITLE Memorias Culinarias
- TARGET GROUP Older adults in general
- EXPECTATION Building and sustaining relationships

Culinary Memories is a collaborative initiative of the Mataró City Council's Programme for Older People and the Health Department, designed to preserve local gastronomic culture and strengthen intergenerational bonds.

As part of the programme, each year, a staple ingredient is selected, and older residents are invited to submit recipes that are compiled into a printed cookbook and presented at a public event. Older adults actively shape every stage-ingredient selection, recipe submission, and event participation-ensuring both community ownership and cultural relevance.

Participation has grown steadily, reflected both in

the number of recipes and attendees at the annual event. While the primary cost driver is book printing, the initiative functions as a community memory project that documents culinary traditions while providing older adults with meaningful opportunities for social participation, self-expression, and knowledge transfer.

Annual feedback within the programme informs improvements, for example, recent editions included certificates for participants and special recognition for the healthiest recipes. The model has proven easy to adopt and is being shared through presentations and good-practice exchanges with other municipalities.

Empanadillas de mar y tierra

Recepta: Ana M^a Holgado Durán



Rap a la marinera

Recepta: Joaquim Ferré Pedrola



Bacalao de los monjes

Recepta: Juan Francisco de Maya Jiménez



Croquetes de bacallà

Recepta: Maria Acedo Carmona

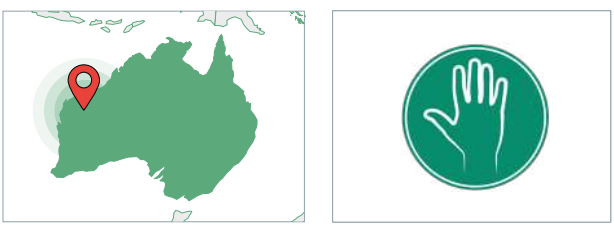


SOURCES: WHO. Memorias culinarias. <https://extranet.who.int/agefriendlyworld/afp/memorias-culinarias/>
Ajuntament de Mataró. Gent gran - Participació. <https://www.mataro.cat/ca/temes/gent-gran/participacio>

CELEBRATING OLDER PEOPLE

LOCATION: Macedon Ranges, Australia
DATE: 2021 POPULATION: 50.231 - 23.8%

Ageing in place Participation Inclusion



- PROJECT TITLE Celebrating Older People in the Macedon Ranges
- TARGET GROUP Older adults in general
- EXPECTATION Contribution



Launched in 2021 by the Macedon Ranges Shire Council, the Celebrating Older People programme was designed to make visible the contributions of older adults and to strengthen positive narratives of ageing within the community. Implemented as part of the Victorian Seniors Festival, the initiative directly addressed ageism by promoting the social value of later life and by recognising older adults not as dependents but as active contributors.

At the heart of the programme was the “celebration box” concept. Older residents nominated their peers for recognition, ensuring that the process was community-driven and that older people were not passive recipients but active participants in shaping who would be honoured. The boxes, prepared and delivered by volunteers, contained both symbolic tokens and practical items. Importantly, many of the volunteers themselves were older adults, providing opportunities for meaningful volunteering and reinforcing the principle of peer-to-peer recognition. COVID-19 restrictions prevented public ceremonies. However, volunteers adapted by delivering boxes to recipients’ homes, observing distancing guidelines but still conveying congratulations at the doorstep. This adaptation preserved the celebratory character of the initiative while safeguarding health. Social media postings of the deliveries further extended the message of appreciation, with photos and comments generating solidarity and collective acknowledgement.

Feedback from participants and families highlighted deep appreciation for recognition and visibility. The



programme demonstrated a low-cost, high-impact model that promoted inclusion, enhanced community pride, and empowered older people. The primary challenge lay in logistics during the pandemic, but future plans include larger-scale in-person celebrations, integrating the programme into long-term age-friendly community strategies.

SOURCE: WHO. Celebrating older people in the Macedon Ranges. <https://extranet.who.int/agefriendlyworld/afp/celebrating-older-people-in-the-macedon-ranges/>

STAY CONNECTED

LOCATION: Slovenia
DATE: 2022

Volunteering Participation Solidarity



- PROJECT TITLE Stay Connected through the Network of Volunteers
- TARGET GROUP Older adults
- EXPECTATION Building and sustaining relationships



The Stay Connected project emerged in response to pandemic-driven reductions in social contact and disruptions to volunteer networks. Led by the Anton Trstenjak Institute in partnership with age-friendly municipalities, the programme trains hundreds of volunteers to provide continuous social, psychological, and health-related support.

Within the project, services include facilitated conversation groups, falls-prevention education, hypertension-management workshops, and one-to-one digital support (e.g., messaging apps, telehealth navigation). Carer support groups complement ser-

vices for older adults. During lockdowns, continuity was maintained via online modules, demonstrating adaptability to crisis conditions.

Early feedback indicates reduced isolation and stronger perceived support, even under mobility restrictions. While an impact evaluation is forthcoming, the modular design enables rapid replication across municipalities. Future priorities include expanding the volunteer base, strengthening digital service components, and standardising supervision and referral protocols to ensure quality at scale.

SOURCES: WHO. Stay connected through the network of volunteers. <https://extranet.who.int/agefriendlyworld/afp/stay-connected-through-the-network-of-volunteers/>

SENIORS MENTORING AND VOLUNTEERING CENTER

LOCATION: Stargard, Poland

DATE: 2019 POPULATION: 65,685 - 24%

Volunteering Solidarity Participation



- PROJECT TITLE** Seniors Mentoring and Volunteering Center
- TARGET GROUP** Older adults with chronic conditions or disabilities
- EXPECTATION** Building and sustaining relationships



Established in 2019 by the Municipality of Stargard, the Seniors Mentoring and Volunteering Center represents an innovative model of social participation where older adults use their knowledge, experience, and time to support one another. The goal is to promote active citizenship, reduce social isolation, and reinforce reciprocity among seniors.

Older volunteers at the Centre accompany peers in everyday tasks, encourage participation in events,



and provide one-to-one mentoring. Each support relationship is tailored, creating empowering experiences for both the giver and the receiver. Financing is secured through the municipal budget, complemented by contributions from local NGOs.

The primary challenge within the organization has been recruitment of volunteers. To address this, the municipality launched open calls, formed corporate social-responsibility partnerships, and developed "micro-task" models, enabling more flexible involvement. As participation has grown, solidarity networks have strengthened, increasing the visibility of older adults within the community.

Looking forward, goals include enlarging the volunteer pool, implementing standardised training curricula, and proactively reaching older adults at risk of loneliness. The model demonstrates how structured volunteering can both empower individuals and create resilient, age-friendly community ecosystems.

SENIORS ALLIANCE

LOCATION: Salisbury, Australia

DATE: 2018 POPULATION: 134,000 - 18%

Participation Neighbourhood Solidarity



- PROJECT TITLE** Salisbury Seniors Alliance
- TARGET GROUP** Older adults
- EXPECTATION** Learning, development, decision-making

Established in 2018 by the City of Salisbury, the Seniors Alliance is a standing participation platform that ensures older residents have a direct voice in age-friendly policy-making. Composed entirely of older volunteers, the Alliance aligns its priorities with the municipality's Age-Friendly Strategy and the WHO framework, shaping project directions and contributing to local policy development.

The Alliance meets quarterly in plenary and runs "mini-projects" through small working groups of 2-4 members-keeping engagement continuous between meetings. For example, the Environmental Awareness Group curated a special exhibition for the public library in 2019, while the Magazine Group produced outreach and awareness pieces for the Salisbury Seniors Magazine. Close collaboration with municipal staff gives members access to up-to-date information, visibility in city communications, and learning opportunities.

Evaluations within the organization indicate that the Alliance offers meaningful avenues for volunteering,



idea generation, influence over decision-making, and recognition. Members have called for expanded outreach to reach broader audiences, planned actions include brochures, regular columns in municipal publications, and active participation in community events.



SOURCES: City of Salisbury, Salisbury Seniors Alliance. <https://www.salisbury.sa.gov.au/community/healthy-living/living-well/community-health-and-wellbeing-news/salisbury-seniors-alliance>
City of Salisbury. (2022). Salisbury Seniors Magazine, Issue 23, (2022). <https://www.salisbury.sa.gov.au/assets/downloads/CHW/Salisbury-Seniors-Magazine-Issue-23-Feb-to-May-2022.pdf>
WHO, Salisbury Seniors Alliance. <https://extranet.who.int/agefriendlyworld/afp/salisbury-seniors-alliance/>

MEETING HOUSE OF HURXTHAL

LOCATION: Radevormwald, Germany
DATE: 2016 POPULATION: 23.000 - 22%



- PROJECT TITLE Meeting house of Hurxthal
- TARGET GROUP Older adults
- EXPECTATION Mobility



The Meeting House of Hurxthal was established in 2016 through the transformation of a building purchased in the city center of Radevormwald. The project was shaped by the joint participation of older adults, volunteers, and local organizations, and has evolved into a multifunctional social center. Its main objective is to provide low-threshold solutions to the everyday needs encountered by older residents and other generations in the city, while at the same time fostering socialization and strengthening the sense of community.

Within the center, there is a communal kitchen, a clothing store, a small repair support point, counseling offices, and multipurpose activity rooms. These facilities offer a flexible model that can address diverse needs under one roof. The "Citizen Café" functions as part of the center, serving as the spatial focus for meetings and everyday encounters; however, it represents only one of the broader services offered by the center.

The project began with the question "What do older people want?" and was supported by a survey based on 80 criteria derived from age-friendly city



standards. With the consultancy of the organization Aktiv 55 Plus, the municipal budget, local associations, and volunteer contributions, a financial model has been sustained that ensures the long-term viability of the center.

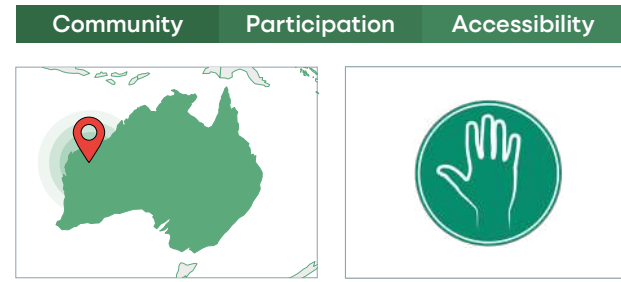
Today, the Meeting House operates as an innovative community hub that combines social participation with accessible services. With the planning of a second center in the Wupperorten suburb, the aim is to expand its regional reach.



SOURCE: WHO, Meeting house of Hurxthal. <https://extranet.who.int/agefriendlyworld/afp/meeting-house-of-hurxthal/>

ENHANCING FREMANTLE AGE-FRIENDLY COMMUNITY

LOCATION: Fremantle, Australia
DATE: 2018 POPULATION: 34,844 - 23%



- PROJECT TITLE Enhancing Fremantle Age-Friendly Community
- TARGET GROUP Older adults
- EXPECTATION Contribution



Fremantle's age-friendly agenda, launched in 2018 and integrated into the 2019-2024 Strategic Plan, moves beyond service delivery to treat older residents as active civic contributors. The programme develops solutions across social participation, volunteering, health, and access to information, aligning with the WHO domains while responding to local needs.

Flagship actions include Lifelong Learning and Makerspace workshops, Tech Help Wednesdays for digital literacy, Grandparent playgroups, and a joint 55+ Healthy Living Expo with neighbouring councils. On the enabling side, partnerships with Shelter WA inform accessible-housing strategies, the My Community directory centralises local opportunities,

and free CAT bus routes improve spatial access to amenities.

Evaluations report high satisfaction among participants. Digital support sessions and community fairs are credited with reducing social isolation and increasing volunteering. Looking forward, the city plans a Positive Ageing Working Group, anti-ageism campaigns, and sustainability-oriented services (e.g., tailored recycling support), ensuring that inclusion and environmental goals advance together. Future plans include sustainability-oriented initiatives such as the establishment of a positive ageing working group, campaigns against ageism, and dedicated recycling services.

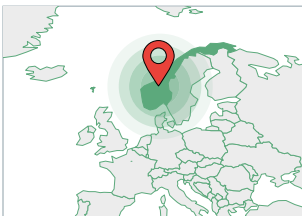


SOURCES: WHO, Enhancing Fremantle age-friendly community. <https://extranet.who.int/agefriendlyworld/afp/enhancing-fremantle-age-friendly-community/>
City of Fremantle. (2019). City of Fremantle Age-Friendly City Plan 2019-2024. <https://www.fremantle.wa.gov.au/city-fremantle-age-friendly-city-plan-2019-2024>

GENERATION GAMES

LOCATION: Sandnes, Norway
DATE: 2023 POPULATION: 83.700

Sport Intergenerational Participation



- PROJECT TITLE Generation games in the city of Sandnes
- TARGET GROUP Both younger and older people (i.e. intergenerational)
- EXPECTATION Building and sustaining relationships



The Generation Games is a city-wide intergenerational event designed to counter limited interaction between age groups and reduce inactivity among older adults. In a municipality of approximately 83,700 residents, the initiative uses shared games and sports to challenge stereotypes about ageing and foster a culture of mutual respect.

Initially organised by a small municipal core team, the model quickly evolved into a multi-stakeholder platform by engaging schools, NGOs, volunteer groups, and local businesses from the outset. Funding blends grants, donations, and volunteer time, keeping the cost base low while enabling diverse programming. Crucially, older adults participate not only as athletes or spectators but also as co-designers, knowledge-holders, and evaluators, ensuring age-appropriateness and authenticity.

Reported outcomes of the event have been strongly positive. Participants describe enjoyment, improved motivation for physical activity, and stronger social bonds across generations. To expand reach, the city plans to intensify communications and partner outreach, aiming to increase total attendance, the rate of intergenerational interactions, volunteer hours, and local sponsorship contributions—all proposed as key monitoring indicators. Because it relies on existing community assets and voluntary energy, the Generation Games is highly portable, offering a low-cost format that can be adapted by schools, civil-society networks, and local businesses in other municipalities.

SOURCES: Generation Games. Generation Games editions in Norway. <https://generationgames.com/generation-games-editions-in-norway/>
WHO. Generation games in the city of Sandnes. <https://extranet.who.int/agefriendlyworld/afp/generation-games-in-the-city-of-sandnes/>

INTERGENERATIONAL SOCIAL GARDENS

LOCATION: Onda, Spain
DATE: 2023 POPULATION: 26.334 - 23.71%

Agriculture Intergenerational Participation



- PROJECT TITLE Huertos Sociales Intergeneracionales
- TARGET GROUP Both younger and older people (i.e. intergenerational)
- EXPECTATION Contribution



Launched in 2023, Onda's Intergenerational Social Gardens project enhances older adults' connection with nature while promoting knowledge transfer. Designed as both production spaces and community hubs, the gardens foster vegetable and fruit cultivation while serving as venues for education and social exchange.

Older participants work with schools and NGOs to transmit traditional agricultural practices, sustainable production techniques, and cultural heritage. In doing so, the project strengthens intergenerational bonds and community solidarity.

Feedback has been overwhelmingly positive: older adults value the opportunity to share expertise, while younger participants appreciate experiential learning. Challenges include sustaining youth engagement over time, but the municipality plans to expand the number of gardens and deepen school partnerships. The model demonstrates how intergenerational activity can reinforce social ties and healthy lifestyles.



SOURCES: WHO. Huertos sociales intergeneracionales. <https://extranet.who.int/agefriendlyworld/afp/huertos-sociales-intergeneracionales/>
Ayuntamiento de Onda. Huertos sociales intergeneracionales. <https://www.onda.es/ond/news/new.php?id=2432>

INTERGENERATIONAL WEEKEND

LOCATION: Tres Cantos, Spain
DATE: 2024 POPULATION: 49,158 - 20.6%

Intergenerational Culture Participation



- PROJECT TITLE: Plan Savia - Finde intergeneracional
- TARGET GROUP: Both younger and older people (i.e. intergenerational)
- EXPECTATION: Learning, development, decision-making



Implemented in 2024 by Tres Cantos Municipality, Plan Savia - Intergenerational Weekend was designed to reduce intergenerational distance and strengthen mutual respect between young and older residents. Planning was co-led by the "Grupo Motor", a core group of 10 older volunteers actively involved in shaping activities.

The weekend programme included breakfast gatherings, storytelling and experience-sharing sessions, empathy exercises based on films and music, and cooperative games. The mix of fun and reflective activities fostered natural, meaningful interaction across generations.

Evaluations of the event were highly positive: participants rated the initiative 4.8 out of 5, highlighting the value of mutual recognition and better understanding of each generation's lived realities. The main challenge was attracting younger participants, partially addressed through partnerships with educational institutions. Future plans include establishing the weekend as an annual tradition and expanding participation through broader community engagement.

SOURCE: WHO. Plan Savia - Finde intergeneracional. <https://extranet.who.int/agefriendlyworld/afp/plan-savia-finde-intergeneracional/>

MASTERS OF LIFE

LOCATION: Madrid, Spain
DATE: 2022 POPULATION: 3,312,310 - 26%

Intergenerational Participation Education



- PROJECT TITLE: Mestr@s de Vida
- TARGET GROUP: Both younger and older people (i.e. intergenerational)
- EXPECTATION: Learning, development, decision-making



Launched by Madrid City Council in 2022, Masters of Life programme strengthens intergenerational exchange and the public visibility of older adults. Initially structured as student visits to senior centres, the programme evolved as older adults became the invited speakers in educational settings.

Within the programme, seniors share life stories and practical experience, acting as narrators and carriers of knowledge, while professionals remain in facilitation roles.

Thank-you letters from students and teacher feedback underline strong outcomes: increased empathy, reduced stereotypes, and deeper understanding of ageing. The programme bolsters older participants' social identity and confidence while fostering mu-

tual respect and learning. A planned new phase-"My Place in the World: A Life Legacy"-will connect seniors' professional experience directly with schools, further strengthening intergenerational bonds.

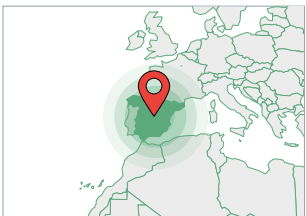


SOURCE: WHO. Mestr@s de vida. <https://extranet.who.int/agefriendlyworld/afp/mestr-s-de-vida/>

CREATING CONNECTIONS

LOCATION: Zaragoza, Spain
DATE: 2023 POPULATION: 693.229 - 25%

Intergenerational Technology Participation



- PROJECT TITLE** Generando conexiones
- TARGET GROUP** Both younger and older people (i.e. intergenerational)
- EXPECTATION** Building and sustaining relationships



Launched in 2023 by the Zaragoza City Council, Creating Connections bridges the digital divide and strengthens social ties between young and older people. Implemented with the Network of Community Centres [Red de Centros de Convivencia] and IES Miguel Catalán School, the initiative is grounded in a service-learning model.

As part of the initiative's activities, older adults and young participants were paired, beginning with orientation sessions to build trust. The diversity of participants' social backgrounds created challenges, addressed by adding structured socialisation activities. Subsequently, young people provided one-to-one guidance to older partners on mobile devices, internet applications, and communication technologies.

The process went beyond technical skills. Through collaboration, participants forged mutual understanding and solidarity across generations. Evaluations were highly positive, with participants requesting longer programme duration. Outcomes included not only improved digital literacy but also stronger intergenerational bonds and greater community social capital.

Future priorities involve expanding to additional centres, monitoring the quality of relationships formed, and embedding intergenerational digital mentoring into community practice.

SOURCE: WHO. Generando conexiones. <https://extranet.who.int/agefriendlyworld/afp/generando-conexiones/>

STRENGTHENING INTERGENERATIONAL RELATIONSHIPS

LOCATION: Antalya (Muratpaşa), Türkiye
DATE: 2022 POPULATION: 521.183 - 15%

Intergenerational Participation Culture



- PROJECT TITLE** Strengthening Intergenerational Relationships
- TARGET GROUP** Both younger and older people (i.e. intergenerational)
- EXPECTATION** Building and sustaining relationships



Developed by the Elders' Council - Culture Working Group of Muratpaşa Municipality, this programme promotes active participation of older adults while supporting children's social, linguistic, and emotional development. The model fosters intergenerational communication, cultural transmission, and community solidarity.

At its core are story-reading sessions in municipal preschools. Volunteer elders from the Council visit on a scheduled basis to read curated stories assessed

for pedagogical suitability and age group relevance. Sessions (ca.1 hour) typically serve children aged 4-6 and include Q&A, dialogues about the story, and occasional short role-plays.

Beyond literacy, activities strengthen listening and expression skills in children and reinforce older adults' sense of belonging and purpose. Children are exposed to lived intergenerational experience, while elders contribute as mentors and culture-bearers.



SOURCES: WHO. Strengthening intergenerational relationships. <https://extranet.who.int/agefriendlyworld/afp/strengthening-intergenerational-relationships/>
Muratpaşa Municipality. Çocuklara masal okudular. [They read fairy tales to children]. <https://muratpasa-bld.gov.tr/haber/6309/cocuklara-masal-okudular>

GUIDED TOUR FOR YOUNG PEOPLE AND OLDER ADULTS

LOCATION: Tuen Mun District, Hong Kong SAR, China
DATE: 2021 POPULATION: 487,546 - 16.03%

Intergenerational Culture Participation



- PROJECT TITLE: Chill ling daoshang yóu
- TARGET GROUP: Both younger and older people (i.e. intergenerational)
- EXPECTATION: Building and sustaining relationships



This intergenerational guided-tour programme, launched in 2021, promotes knowledge sharing and cultural transmission between young people and older adults. Led by the Social Services Committee of the Tuen Mun District Council and implemented with local NGOs and educational institutions, the model features role-switching: Both youth and seniors take turns serving as guides, presenting their own cultural perspectives and lived experiences.



Due to COVID-19, in-person walks were converted into online virtual routes, enabling participants to sustain interaction despite distancing measures. The programme has reached more than 500 people, the role-switching approach narrowed intergenerational distance and empowered older guides through constructive feedback from youth. A key challenge was reduced face-to-face engagement during restrictions, going forward, hybrid formats will combine physical and virtual tours to preserve accessibility and participation.



SOURCES: WHO. Guided tour for the youth and the elderly (Chill ling daoshang yóu). <https://extranet.who.int/agefriendlyworld/afp/guided-tour-for-the-youth-and-the-elderly-chill%E9%8D%A1%E5%B0%8F%E8%B3%9E%E9%81%8A/>
Jockey Club Age-friendly City. Age-friendly city case book. https://www.jcfc.hk/uploads/docs/Age-Friendly-City-Case-Book_final-%28for-online-version%29_compressed.pdf
Chill 8151. Chill 8151 (YouTube channel). <https://www.youtube.com/@chill8151/videos>

INTERGENERATIONAL CO-LIVING PROGRAM

LOCATION: Bordeaux, France
DATE: 2004 POPULATION: 245,223 - 19%

Intergenerational Housing Solidarity



- PROJECT TITLE: Cohabitation intergénérationnelle solidaire
- TARGET GROUP: Both younger and older people (i.e. intergenerational)
- EXPECTATION: Building and sustaining relationships



Since 2004, the Intergenerational Co-Living program has brought together older adults living alone and young people seeking affordable housing in the same home, constituting an innovative model of solidarity. Implemented in cooperation with the City of Bordeaux, the CCAS, and the association Vivre Avec, the project ensures safety and social contact for older adults while providing accessible accommodation for young people.

The process is conducted through individual interviews, matching, a lodging agreement, monitoring, and regular satisfaction surveys. The novelty of the model lies in conceiving the home not solely as a place of shelter but as a space of mutual presence and support.



The implementation has reduced perceptions of loneliness among both older adults and young people, and has fostered mutual learning and a sense of trust. During the pandemic period, the model was maintained through telephone and online contact methods.

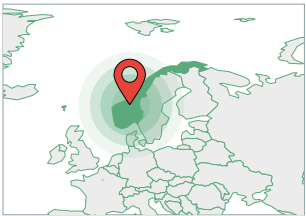
Future plans include expanding the matching pool, standardizing safety inspections, and increasing mediation training. The model is a rapidly scalable good practice example in cities with a high density of university students.

SOURCE: WHO. Cohabitation intergénérationnelle solidaire. <https://extranet.who.int/agefriendlyworld/afp/cohabitation-intergenerationnelle-solidaire/>

8 MONTHS VISITING BABY

LOCATION: Levanger, Norway
DATE: 2018 POPULATION: 19,902 - 12%

Intergenerational Empathy Care



-  **PROJECT TITLE** Oskar - 8 months visiting baby
-  **TARGET GROUP** Older adults with chronic conditions or disabilities
-  **EXPECTATION** Meeting basic needs



The 8 Months Visiting Baby programme, initiated by Levanger Municipality in 2018, introduces infants into care homes and day centres to support the social and emotional wellbeing of older residents. Many older adults in institutional care experience limited social contact and face risks of loneliness and emotional decline. The visits of babies create powerful sensory stimulation and offer unique opportunities for intergenerational connection.

The initiative is coordinated by the Frivilligsentral volunteer centre. Mothers on parental leave bring their babies to weekly sessions, supported by recreational therapists to ensure structured, safe, and meaningful interactions. Activities include making eye contact, touching, smiling, singing, and simple play. These micro-interactions have been shown to enhance residents' mood, trigger memories, and restore a sense of emotional engagement.

The programme is supported by regional partners, including the National Centre for Culture, Health and Care and the HUNT Research Centre. Their involvement lends research capacity and ensures evidence-informed practice. Early observations indicate significant benefits: on visit days, older residents are visibly more animated, talkative, and cheerful. Staff report heightened motivation and more positive care environments.

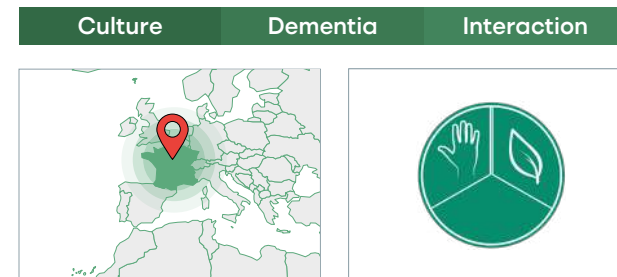
The model's innovation lies in its low-cost, volunteer-based structure and its ability to generate profound psychosocial outcomes. While a formal evaluation is not yet available, indicators such as mood scales and frequency of communication are planned for systematic monitoring. The municipality intends to expand the programme to other care units and broaden the network of volunteer parents, institutionalising the practice within local health and care services.

SOURCES: WHO. Oskar - 8 months visiting baby. <https://extranet.who.int/agefriendlyworld/afp/oskar-8-months-visiting-baby/>
Frivilligsentral Levanger. Facebook photo post <https://www.facebook.com/photo/?fbid=1838009736280488&set=a.352442231503920>

TISICA: WEAVING INNOVATIVE SOCIAL INTERACTIONS THROUGH ARTISTIC CREATION

LOCATION: Reims, France

DATE: 2017 POPULATION: 182,211 - 21%



- PROJECT TITLE** TISICA - Tissage d'Interactions Sociales Innovantes par la Création Artistique
- TARGET GROUP** Older adults with chronic conditions or disabilities
- EXPECTATION** Building and sustaining relationships



Since 2017, TISICA-led by Césaré - Reims National Centre for Musical Creation (CNCM)-has fostered innovative social interactions through art in care settings, particularly for older adults living with Alzheimer's disease and other neurodegenerative conditions. Workshops are conducted in facilities linked to the University Hospital of Reims, including EHPAD-USLD long-term care units and PASA adapted care hubs.

Sessions within the project integrate gesture- and touch-activated sound technologies, musical textures, and elements from natural soundscapes. This multimodal design provides sensory entry points that facilitate participation, strengthen social bonds, and stimulate memory processes. Observations during sessions commonly report greater freedom of expression, improved self-confidence, and more meaningful peer-staff interactions among participants.

The project also builds staff capacity: care teams learn to integrate creative methods into daily practice, supporting more inclusive and humane approaches to dementia care. Through a multi-stakeholder architecture-backed by the Ministry of Culture, DRAC Grand Est, and local health-social actors-TISICA has become a nationally recognised exemplar of the culture-care interface.

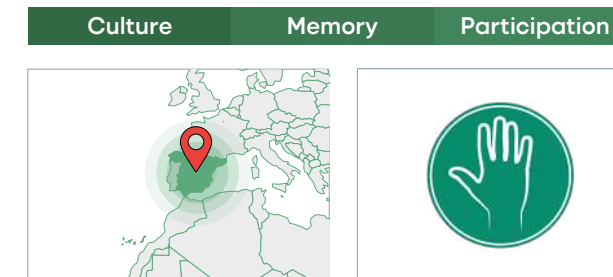
Looking ahead, the team plans to refine the underlying technologies (e.g., more responsive interfaces, portable setups) and broaden replication across additional care institutions.

SOURCES: WHO. Interactions sociales innovantes par la culture. <https://extranet.who.int/agefriendlyworld/afp/interactions-sociales-innovantes-par-la-culture/>
Césaré - CNCM Reims. TISICA. <https://cesare-cncm.com/portfolio-item/tisica/>

THE MOBILE MUSEUM - HISTORY WITH OBJECTS

LOCATION: Mérida, Spain (Yucatán)

DATE: 2020 POPULATION: 60,862 - 24.5%



- PROJECT TITLE** El Museo Móvil - Historia con Objetos
- TARGET GROUP** Older adults
- EXPECTATION** Building and sustaining relationships



Launched in 2020 by the NGO Patina, the Mobile Museum reconnects older adults-especially those in residential or care settings-with cultural heritage and intergenerational dialogue. Implemented with the Autonomous University of Yucatán (UADY), the project deploys a travelling exhibit that brings curated artifacts directly to care homes and community sites, lowering access barriers.

Objects-household items, historical currency, letters, photographs, books, and local products-act as memory triggers, inviting storytelling and conversation. University students support installation, facilitation, and documentation, creating a structured yet warm setting for reminiscence and social bonding.

Participant reception has been highly positive. Facilitators observe stronger peer connections and

signs of emotional relief linked to shared recollections. While a formal impact study is pending, high demand has prompted plans to expand the route network and to develop digital recording capacity so that narrated memories can be archived and shared with families and local heritage institutions.

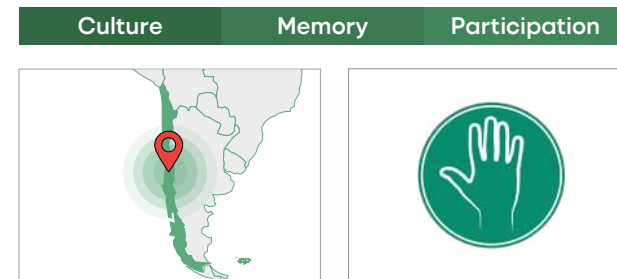


SOURCES: WHO. El Museo Móvil - Historia con objetos. <https://extranet.who.int/agefriendlyworld/afp/el-museo-movil-historia-con-objetos/>
Universidad Autónoma de Yucatán. El Museo Móvil: Acervo histórico de objetos del quehacer yucateco. <https://uady.mx/noticias/url/el-museo-movil-acervo-historico-de-objetos-del-quehacer-yucateco-uady>

HISTORICAL AND CULTURAL HERITAGE DAY - REMINISCENCES

LOCATION: Chillán Viejo, Chile

DATE: 2022 POPULATION: 35.176 - 17%



- PROJECT TITLE** Día del patrimonio histórico-cultural - Reminiscencias
- TARGET GROUP** Older adults
- EXPECTATION** Building and sustaining relationships

The Historical-Cultural Heritage Day was developed to address limited access to cultural heritage and insufficient cognitive stimulation among older residents. Framed within World Heritage Day, the programme combines exhibitions of historical objects with reminiscence workshops to reactivate autobiographical memory and strengthen social ties.

Led by the municipality and hosted within the Senior Centre, sessions are facilitated by trained professionals-including psychologists-who apply structured reminiscence techniques. The Association of Senior Clubs contributes volunteer support, ensuring outreach to diverse neighbourhoods. The distinctive feature is the integration of therapeutic practice with cultural programming: objects serve as memory triggers that open pathways to dialogue, identity, and belonging.

Participant feedback highlights the safe expression of mixed emotions-joy, nostalgia, even sadness-alongside strengthened conversation and story sharing. To support emotionally intense experiences, the programme includes on-site psychological support pathways. Looking forward, the municipality plans a longer pilot phase, additional training for facilitators, and the expansion of intergenerational sessions. The model is easily adaptable to libraries, community houses, and residential care homes, provided that curation, safeguarding, and referral protocols are in place.



EQUITY BY DESIGN

LOCATION: United States

DATE: 2024



- PROJECT TITLE** Equity by Design
- TARGET GROUP** Older adults
- EXPECTATION** Learning, development, decision-making



Equity by Design is a global initiative launched by AARP, the Agile Ageing Alliance, and the German Marshall Fund of the United States. It responds to the reality that most urban and housing designs remain oriented toward younger, healthier populations, despite projections that by 2050 one in four people worldwide will be aged 60 or over.

The initiative builds on the London Participants' Meeting (December 2019), which identified eight guiding principles. These principles provide a roadmap for planners, architects, municipalities, and financial stakeholders. They emphasise accessible living environments, prioritisation of low-income communities, inclusive financing models, intergenerational interaction, technological connectivity, cross-sector collaboration, and integration of age-friendly approaches into climate and sustainability policies.

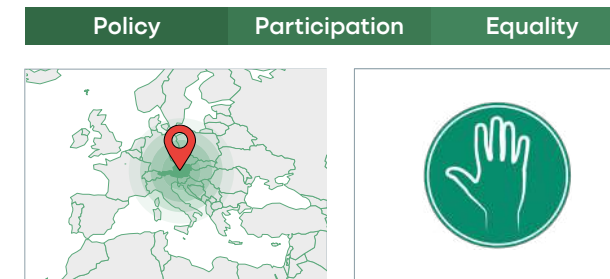
Its innovative character lies in offering a holistic framework that bridges architectural, economic, and social dimensions. In the post-COVID-19 era, the initiative has highlighted health, safety, and strengthened social bonds as priorities, equipping cities to redesign with older populations' needs integrated into global agendas.



SENIOR CITIZENS' ADVOCATE

LOCATION: Vienna, Austria

DATE: 1996 POPULATION: 1,900,000 - 22%



- PROJECT TITLE** The City of Vienna's Senior Citizens' Advocate
- TARGET GROUP** Older adults
- EXPECTATION** Learning, development, decision-making



Established in 1996, Vienna's Senior Citizens' Advocate is an independent interface designed to improve quality of life for residents aged 50+ and to ensure their direct representation in municipal decision-making. The Advocate receives and mediates individual cases while also acting as a bridge between older residents, municipal departments, and external institutions—thus feeding practical insights into age-friendly policy design.

A core instrument is the Senior Citizen Barometer, a triennial survey. The 2022 edition reported general-

ly high life satisfaction, while flagging that roughly one-third of respondents faced economic concerns and around 60% expressed worry about politics, the environment, and climate. These findings inform concrete updates in social services, care support, accessibility, and digital inclusion.

Working with NGOs, academia, health providers, and volunteers, the Advocate channels older people's perspectives into public policy, institutionalising a rights-based framework for ageing that goes beyond case resolution to systemic change.



SOURCES: WHO, AARP International's Equity by Design, <https://extranet.who.int/agefriendlyworld/afp/aarp-internationals-equity-by-design/>
AARP International, Equity by Design, <http://aarpinternational.org/resources/equity-by-design>
AARP International, Agile Ageing Alliance ve German Marshall Fund of the United States. (2019). Equity by design: Principles for the built environment (PDF).

SOURCES: WHO, The City of Vienna's Senior Citizens' Advocate, <https://extranet.who.int/agefriendlyworld/afp/the-city-of-viennas-senior-citizens-advocate/>
Stadt Wien, Seniorinnen.wien, <https://www.seniorinnen.wien/>

AGENDA MAYOR

LOCATION: Alajuela, Costa Rica

DATE: 2011 POPULATION: 318,087 - 14%



- PROJECT TITLE** Agenda Mayor
- TARGET GROUP** Older adults
- EXPECTATION** Learning, development, decision-making



Launched in 2011, Agenda Mayor is Alajuela Municipality's flagship programme to strengthen older adults' participation in community life and build health awareness in a rapidly ageing city. The initiative arose from three persistent challenges: social disconnection among older residents, limited activity opportunities, and physical inactivity.

Under municipal leadership-and in collaboration with NGOs, seniors' associations, and social-service providers-the programme funds professional facilitators and organises social, cultural, and health-oriented activities. To support independence and sustainability, the model encourages income-generating micro-initiatives run by the groups themselves (e.g., food sales at dance events), giving participants a concrete stake in continuity while expanding their financial capacity.

A defining feature is direct involvement of older adults at every stage. They co-plan activities, shape content, and feed identified needs into local policy processes-thereby reframing older people as co-producers rather than mere beneficiaries. Opening parks and fitness spaces to seniors has further normalised daily physical activity and reduced barriers to movement.

Reaching 25,000+ older adults annually, Agenda Mayor has made older residents more visible and active in public life while strengthening social ties. Participant feedback is largely positive, with recurring requests for more health and educational content. Looking forward, priorities include better inclusion of dependent and disadvantaged seniors, nurturing new peer leaders, and increasing group self-reliance-steps intended to secure long-term sustainability and equity of access.

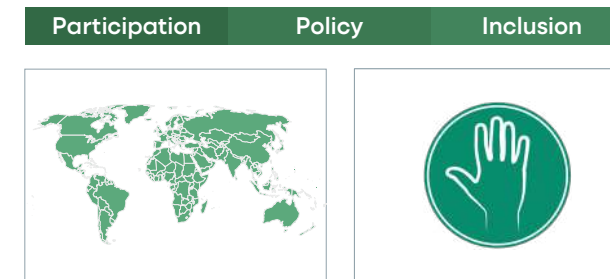


SOURCE: WHO. Agenda mayor. <https://extranet.who.int/agefriendlyworld/afp/agenda-mayor/>

IFA GLOBAL CONFERENCES ON AGEING

LOCATION: International

DATE: 1992



- PROJECT TITLE** IFA Global Conferences on Ageing
- TARGET GROUP** Older adults
- EXPECTATION** Learning, development, decision-making



Since 1992, the IFA Global Conferences on Ageing have provided an international forum that strengthens knowledge exchange and policy dialogue across priority themes such as combating ageism, integrated care, immunisation, prevention of functional decline, and age-friendly environments. In the post-pandemic period, the conferences have been particularly critical in re-building the bridge between practice and policy, bringing together local case work with system-level reform agendas. The 16th Conference (27-30 June 2023, Bangkok) further enhanced interdisciplinary engagement through broad multi-stakeholder participation spanning academia, public authorities, private sector innovators, and frontline practitioners.

Civil society leadership is central to the conference design. Sessions co-produced with NGOs and user groups strengthen evidence-based advocacy, translating field lessons into policy recommendations. A distinctive feature is the alignment of tracks with the WHO Age-friendly World ecosystem, enabling local "good practices" to be reframed in the language of policy and standards. Financing is secured through IFA institutional resources complemented by partner

contributions, ensuring programme independence while enabling thematic depth.

Conference outputs translate into near-term training activities and pilots, and-over the medium term-into updates of local action plans. Although a formal cross-conference impact evaluation has not yet been institutionalised, many sessions have been followed by concrete policy adjustments reported by participating jurisdictions. Looking ahead, the IFA agenda points to clearer indicators around digital accessibility, representation of older women, and equitable access to immunisation services.



SOURCES: WHO. IFA Global Conferences on Ageing. <https://extranet.who.int/agefriendlyworld/afp/ifa-global-conferences-on-ageing/>
International Federation on Ageing. 16th Global Conference on Ageing. <https://ifa.ngo/members/16th-global-conference-on-ageing/>

LIVING OFFICE FOR ADULTS OVER 65

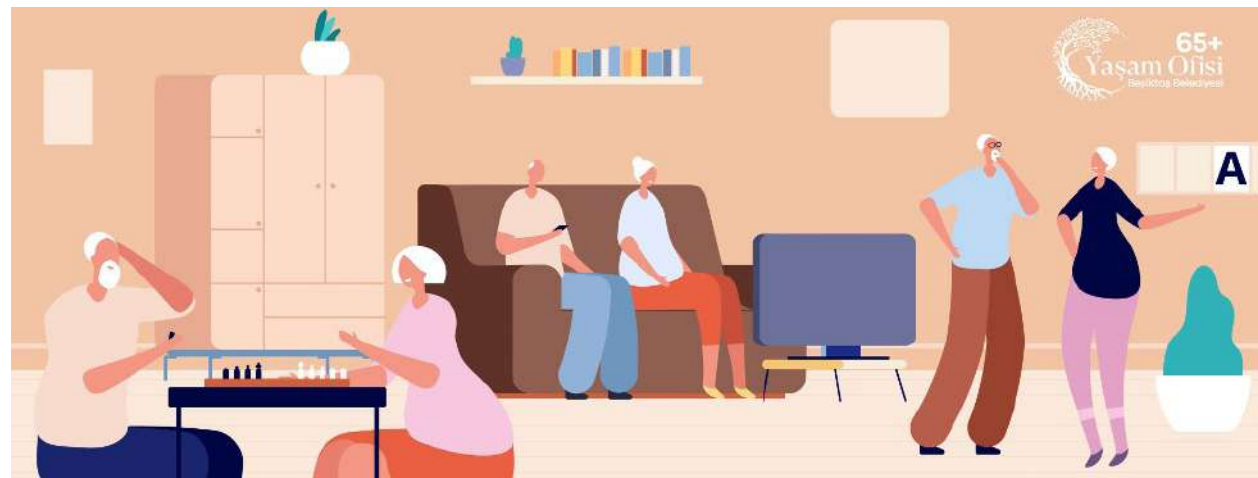
LOCATION: İstanbul, Türkiye (Beşiktaş)

DATE: 2022 POPULATION: 167.264 - 20.4%

Participation	Inclusion	Accessibility
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- PROJECT TITLE** 65 Yaş Üstü Yaşam Ofisi
- TARGET GROUP** Older adults
- EXPECTATION** Building and sustaining relationships



Established by Beşiktaş Municipality in Istanbul, the Living Office for Adults over 65 facilitates older residents' access to health, social, and cultural services while advancing an age-friendly city vision. Prioritising individuals who live alone or have weak social ties, the Office exemplifies a holistic ageing policy at district level.

Services include digital-literacy training, legal counselling, gerontological assessments, podiatry, and geronto-architectural adjustments, supporting independence in daily life, risk reduction, and stronger

civic participation. Complementary exhibitions and cultural events showcase older adults' creativity and strengthen intergenerational links.

Accompanying 65+ Services and Urban Design Workshops enable iterative evaluation and needs discovery. Reports co-produced with academics, practitioners, and civil society inform local actions on accessible design, dementia awareness, and rights-based ageing. The Office thus operates both as a service hub and a knowledge platform shaping municipal policy.



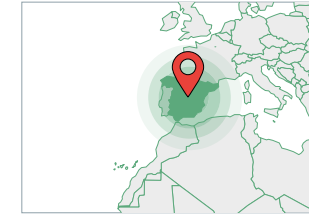
SOURCES: WHO. Beşiktaş Municipality - Yaş-dostu ağ profil. <https://extranet.who.int/agefriendlyworld/network/besiktas-municipality/>
Beşiktaş Municipality. 65+ Yaşam Ofisi. <https://besiktas.bel.tr/hizmetler/saglik-hizmetleri/65-plus-yasam-ofisi/>

LEGAL ADVISORY SERVICE FOR OLDER PEOPLE

LOCATION: Bilbao, Spain

DATE: 2015 POPULATION: 346.278 - 31%

Law	Equality	Accessibility
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- PROJECT TITLE** Servicio de Orientación Jurídica
- TARGET GROUP** Vulnerable older persons (e.g., at risk of or affected by abuse, socially isolated, or living in poverty)
- EXPECTATION** Learning, development, decision-making



The Legal Advisory Service for Older People [Servicio de Orientación Jurídica (SOJ)], launched in 2015 by Bilbao City Council's Social Action Department in collaboration with the Bizkaia Bar Association (ICASV), provides free legal advice for individuals aged 60+ with limited financial resources. The programme aims to strengthen older adults' access to rights and to provide protective support against risks such as abuse, poverty, and social exclusion.

The service operates on different days across five municipal social service centres (Deusto, San Francisco, Rekalde, Basurto, and Santutxu). Specialized lawyers offer consultations in both Basque and Spanish through a half-hour appointment system. Topics frequently addressed include housing (rental contracts, eviction procedures), family law (inheritance, custody, caregiving responsibilities), social rights (pensions, benefits), consumer rights, and abuse cases. When necessary, clients are referred to more comprehensive judicial processes.

The programme is funded by an annual municipal grant transferred to ICASV, covering lawyer fees and operational costs. Its performance is monitored through annual reports, systematically recording user profiles, consultation topics, and types of legal assistance provided. Beginning in 2020, the service expanded to include online and telephone consultations in response to the pandemic.

The programme has enhanced the independence and security of older adults, particularly those living alone or without family support. While not yet replicated in other regions, the Bilbao model provides an accessible and institutionalized structure for legal support to vulnerable groups.

SOURCE: WHO. Legal advisory service for older people. <https://extranet.who.int/agefriendlyworld/afp/legal-advisory-service-for-older-people/>

Servicio de **Orientación Jurídica** para **Personas Mayores** en los Servicios Sociales Municipales

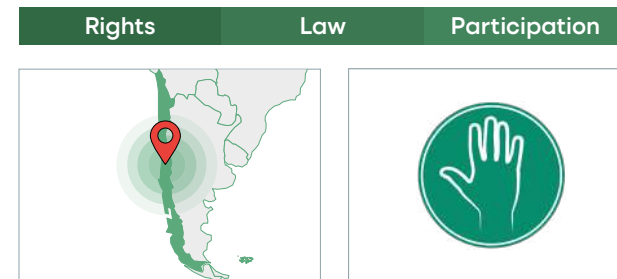
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ADVOCACY UNIT FOR OLDER PEOPLE

LOCATION: Peñalolén, Chile
DATE: 2018 POPULATION: 241.599 - 15%



- PROJECT TITLE** Defensoría del Adulto Mayor
- TARGET GROUP** Vulnerable older persons (e.g., at risk of or affected by abuse, socially isolated, or living in poverty)
- EXPECTATION** Contribution

Established in 2018, Peñalolén's Advocacy Unit for Older People safeguards the rights of residents aged 60+ by providing free legal counselling and psychosocial support. With competencies in civil and family law, the unit facilitates access to justice on property, inheritance, maintenance, domestic-violence, and grandparent visitation cases. Psychosocial services include psychological counselling and social-work referrals, where appropriate, clients receive pro bono legal representation in court.

A core principle of the unit is user participation. Through this approach, needs assessments and case strategy are developed with clients, positioning older adults as active agents in rights-based ageing. The service has produced tangible benefits for isolated, low-income, or rights-at-risk seniors, and has strengthened the municipality's leadership in age-friendly services. The model's influence extends beyond Chile-e.g., the Municipality of Nezahualcóyotl (Mexico) launched a similar office inspired by Peñalolén's experience.

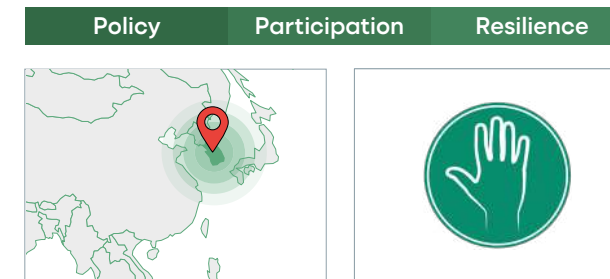


Future priorities of the unit include tighter coordination with dementia support, social-participation programmes, and family-care services, alongside network expansion and sustained funding. The initiative exemplifies how local governments can institutionalise rights-centred ageing policy through integrated legal and psychosocial support.



JEJU AGE-FRIENDLY PROGRAMME

LOCATION: Jeju, Republic of Korea
DATE: 2017 POPULATION: 644.924 - 19.6%



- PROJECT TITLE** Jeju Age-Friendly Program
- TARGET GROUP** Older adults
- EXPECTATION** Learning, development, decision-making



Upon joining the WHO Global Network for Age-friendly Cities and Communities in 2017, Jeju developed a comprehensive strategic framework to respond to rapid population aging and the "centenarian era". The programme promotes healthy, active aging and ensures older people's direct participation in decision-making.

A core component is the Older People's Policy Monitoring Group. Initially formed with 30 volunteers aged 65+, the group expanded in 2019 into an inter-generational platform by including high-school and university students. Young participants contribute technical support-digital tools, photo/video documentation-while older residents share lived experience and priorities, jointly shaping policy proposals.

Monitoring of the programme is structured around the WHO's eight age-friendly domains, covering safe



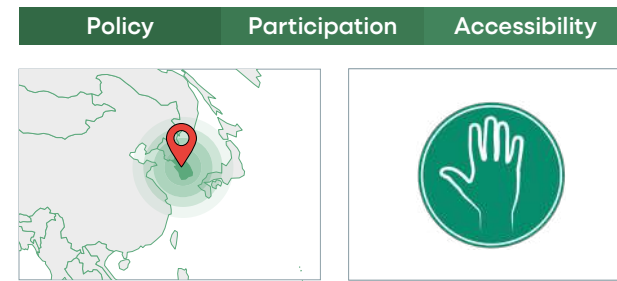
public spaces, accessible housing, social participation, employment opportunities, respect and inclusion, access to information, and health and care services. Findings are discussed in monthly meetings and policy recommendations are channelled to the Provincial Social Welfare Department for integration into planning.

Despite resource constraints, sustained partnerships among municipal units, seniors' associations, research centres, and the private sector have secured the programme's continuity. Feedback indicates stronger older-adult voice and improved intergenerational understanding.

MONITORING GROUP FOR THE CREATION OF SENIOR POLICIES

LOCATION: Bucheon, Republic of Korea

DATE: 2018 POPULATION: 810,742 - 16%



- PROJECT TITLE** Monitoring group for the creation of senior policies
- TARGET GROUP** Older adults
- EXPECTATION** Learning, development, decision-making



Embedded in Bucheon's age-friendly strategy, the Monitoring Group (est. 2018) strengthens older adults' direct contribution to local decision-making. Under the Second Action Plan (2021-2025), 21 senior participants received training in field observation, data collection, and monitoring methods, then applied these skills across neighbourhood activities to identify barriers and formulate proposals.

Older residents act not only as beneficiaries but as implementers and oversight actors—documenting accessibility gaps, service pain points, and public-space issues, and presenting evidence in regular meetings and plenary sessions with municipal officials. This bottom-up, evidence-informed process has improved alignment between local policies and the needs of an ageing population, while elevating seniors' representational power.

Participant feedback highlights satisfaction with skill acquisition and the opportunity to deploy those skills for community benefit. Looking ahead, the city plans to maintain the model through 2025 within its S-A-F-E vision (Secure, Accessible, Fit, Embracing), with continued emphasis on training, transparent feedback loops, and tracking of policy uptake.



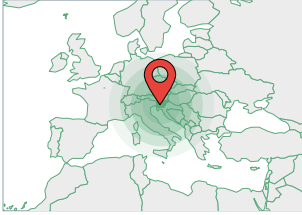
COMBATING ISOLATION AND PROMOTING HOLISTIC HEALTH AMONG OLDER ADULTS

LOCATION: Isfahan, Iran
DATE: 2024 POPULATION: 1.961.000 - 17.5%

Health

Participation

Solidarity



PEOPLE

PARTICIPATION

PEACE

3 GOOD HEALTH AND WELL-BEING

11 SUSTAINABLE CITIES AND COMMUNITIES

13 CLIMATE ACTION

- PROJECT TITLE Stay Well Project
- TARGET GROUP Both younger and older people (i.e. intergenerational)
- EXPECTATION Learning, development, decision-making

Isfahan Municipality, through the Stay Well project launched in 2024, aims to strengthen the physical, mental, social, and spiritual health of older adults and to promote a culture of active living. The rising levels of isolation, physical inactivity, and lack of health awareness in the city are among the project's primary justifications.

The program is implemented under municipal leadership with the support of civil society organizations and volunteers. Courses and workshops organized in cultural centers and 60+ centers cover a wide spectrum ranging from physical exercises to mental exercises, from social interaction activities to spiritual development sessions. Older adults contribute to the process not only as participants but also as active ambassadors who encourage new members by inviting their peers.

The project attracted significant interest in a short time, and an initial funding problem was resolved by the municipality. As demand increased, larger venues were allocated. Although no formal impact assessment has yet been conducted, positive feedback has been received.



Future plans include scaling the program nationally and developing targeted content to further enhance health awareness among older adults. The most significant challenges encountered during the project have been the inability to promote activities sufficiently and the need for adaptation to the differing needs of various districts.



SOURCE: WHO. Stay well project. <https://extranet.who.int/agefriendlyworld/afp/stay-well-project/>

SUPPORTING HEALTHY LIFESTYLES AND MOBILITY FOR VULNERABLE OLDER ADULTS

LOCATION: Barcelona, Spain
DATE: 2024 POPULATION: 1.614.090 - 26%

Mobility

Health

Participation



PEOPLE

PLACE

PEACE

3 GOOD HEALTH AND WELL-BEING

10 REDUCED INEQUALITIES

- PROJECT TITLE AGIL URBA BCN - Amabilidad Urbana para las Personas Mayores
- TARGET GROUP Older adults
- EXPECTATION Mobility



AGIL URBA BCN was launched in Barcelona in 2024 as an expanded version of the +AGIL model, which has been in place since 2016. Coordinated by the Vall d'Hebron Research Institute (VHIR), the programme aims to support vulnerable older adults in adopting healthier lifestyles and improving mobility.

The project investigates how neighbourhood-level physical and social environments affect mobility and identifies indicators of urban friendliness. Older residents participated in focus groups and World Café sessions to discuss and prioritize challenges in their communities. Based on these discussions, accessibility maps were created and presented to stakeholders using digital twin visualizations.

Key outputs include the development of an "urban friendliness index", comparative analysis of neighbourhoods using open-source spatial methods, and the integration of proposed solutions into municipal policies. By combining healthcare, urban planning,

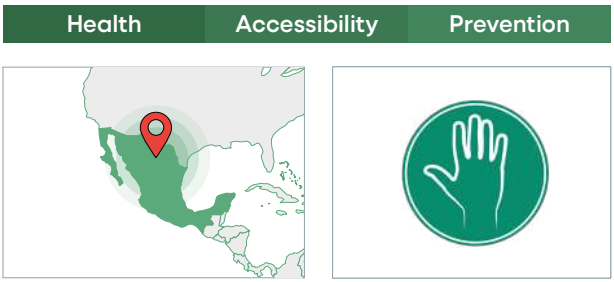
and civic participation, the initiative fosters a holistic model of age-friendly neighbourhood development. Participants' feedback has been highly positive, particularly regarding their direct involvement in decision-making processes, which enhanced their sense of belonging. Future plans include the use of wearable devices to track mobility and the incorporation of findings into city planning strategies.



SOURCES: WHO. AGIL URBA BCN - Amabilidad urbana para las personas mayores. <https://extranet.who.int/agefriendlyworld/afp/agil-urba-bcn-amabilidad-urbana-para-las-personas-mayores/>
Ajuntament de Barcelona. Agil Barcelona. <https://www.barcelona.cat/barcelonaciencia/es/agil-barcelona>

PODIATRY SERVICES FOR ALL

LOCATION: Cadereyta de Montes, Mexico
DATE: 2023 POPULATION: 69,075 - 10%



- PROJECT TITLE** Podólogo cerca de todos
- TARGET GROUP** Vulnerable older persons (e.g., at risk of or affected by abuse, socially isolated, or living in poverty)
- EXPECTATION** Meeting basic needs

The Podologist Near Everyone initiative targets neglected foot health among older adults, a frequent driver of infections, pain, and mobility loss-especially in the presence of comorbidities such as diabetes and hypertension. The programme delivers free screenings, hygiene interventions, and basic podiatric care to prevent complications and preserve functional capacity.

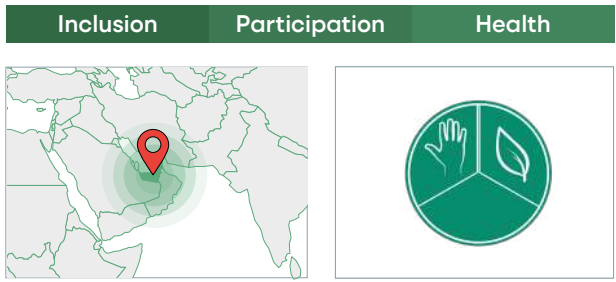
Under municipal coordination, podologists from private health partners provide community-based mobile services across rural and urban areas. Planning and outreach are conducted with the Casa del Adulto Mayor, with logistics supported by the municipality and in-kind contributions from private providers. The model's innovation lies in bringing specialised services directly to the places where older people live, thus removing transport and cost barriers.

User feedback on the initiative has been strong, citing early treatment, reduced risk of complications, and maintenance of mobility as key benefits. Future priorities include increasing the number of clinicians, regularising service schedules, and standardising data capture. For impact evaluation, the programme proposes tracking case-register indicators such as infection incidence, wound occurrence, and hospital admissions, alongside patient-reported mobility and pain outcomes. By leveraging a mobile health format, the initiative is readily replicable in other municipalities seeking to expand preventive care for vulnerable older adults.



THUKHER CLUB FOR SENIOR CITIZENS

LOCATION: Dubai, United Arab Emirates
DATE: 2023 POPULATION: 3,300,000



- PROJECT TITLE** Thukher Club for Senior Citizens
- TARGET GROUP** Older adults
- EXPECTATION** Learning, development, decision-making

Thukher Club is more than a social centre: it operates as a comprehensive, age-friendly hub integrated with Dubai's Thukher Card system. By linking a single digital/physical identity to health, social, and cultural services, the model aims to raise quality of life and reinforce older adults' bonds with community life.

On-site services include health screenings, exercise programmes, training courses, technology workshops, and cultural events. Official materials also emphasise economic and administrative facilitation-exclusive discounts and streamlined access to public/private services via the Thukher Card-thereby supporting social participation alongside financial and bureaucratic ease.

Developed within the municipality's smart-city vision, the card's digital identity features speed up interactions with public agencies, making the initiative as



much a digital-inclusion project as a social one. Early feedback highlights reduced isolation, easier access to health services, and acquisition of new skills. Alignment with international management frameworks for sustainable development (e.g., ISO 37101) supports transferability and continuous improvement. Future priorities include opening additional centres, expanding digital services, and tailoring programming for cultural diversity across Dubai's neighbourhoods.



SOURCE: WHO. Podólogo cerca de todos. <https://extranet.who.int/agefriendlyworld/afp/podologo-cerca-de-todos/>

SOURCES: WHO. Thrive Where You Are - An Exercise Therapy Video Series for Older Adults. <https://extranet.who.int/agefriendlyworld/afp/thrive-where-you-are-an-exercise-therapy-video-series-for-older-adults/>
Community Development Authority - Dubai. Thukher Card. <https://www.cda.gov.ae/en/socialcare/SeniorCitizens/pages/thukhercard.aspx>

OCCUPATIONAL THERAPY AT HOME

LOCATION: Rivas Vaciamadrid, Spain
DATE: 2021 POPULATION: 90.973 - 11.7%

Occupational therapy Health Independence



- PROJECT TITLE Terapia Ocupacional en el Domicilio
- TARGET GROUP Older adults
- EXPECTATION Mobility

PEOPLE

PLACE

3 GOOD HEALTH AND WELL-BEING

10 REDUCED INEQUALITIES

In 2021, Rivas-Vaciamadrid launched Occupational Therapy at Home to sustain independent living among older adults, particularly those affected by isolation and reduced activity during the pandemic. The programme operates at both individual and environmental levels: occupational therapists conduct home visits, design personalised exercise plans, advise on home modifications (e.g., layout, falls prevention), and provide carer counselling.

Needs assessment drew on interviews with older residents enrolled in municipal social-assistance services, ensuring that interventions reflect real daily obstacles. The model's strength is its dual focus-building functional capacity while making the home safer-and its social dimension: therapists also help older people reconnect with routines and social contacts that underpin wellbeing.

While formal impact evaluation of the programme is not yet available, participant feedback indicates gains in confidence, autonomy, and task performance. The municipality intends to consolidate rather than rapidly scale, with special attention to expectation management for individuals with high dependency. Recommended indicators include performance of activities of daily living, falls incidence, carer strain, and self-reported quality of life.



SOURCES: WHO. Terapia ocupacional en el domicilio. <https://extranet.who.int/agefriendlyworld/afp/terapia-ocupacional-en-el-domicilio/>
Cuidado Mayores a Domicilio. Terapia ocupacional. <https://cuidadomayoresadomicilio.com/terapia-ocupacional/>

HEALTH AGENTS NETWORK

LOCATION: Tineo, Spain
DATE: 2020 POPULATION: 9,389 - 41%

Health Volunteering Solidarity



- PROJECT TITLE Creación de una Red de Agentes de Salud
- TARGET GROUP Older adults
- EXPECTATION Meeting basic needs

PEOPLE

PARTICIPATION

PEACE

3 GOOD HEALTH AND WELL-BEING

10 REDUCED INEQUALITIES



The Municipality of Tineo launched the Health Agents Network in 2020 to combat loneliness and isolation in rural areas. Trained community volunteers serve as trusted advisors on basic health and social care, while also acting as intermediaries between families and formal service channels.

The programme primarily targets older adults living alone or with physical or cognitive limitations. Volunteers are equipped through training sessions covering health awareness, social support, and referral mechanisms. Built on over 15 years of local social-health experience, the network reinforces mutual aid culture within the community.

Its importance was underscored during the COVID-19 pandemic, when volunteers maintained information

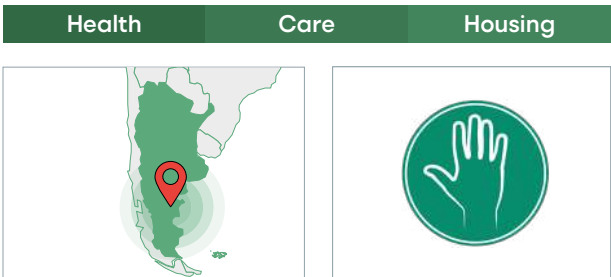
flows and support mechanisms during lockdown. The model facilitated early detection of health issues and reinforced solidarity. As a low-cost yet high-impact intervention, it is considered easily replicable across rural settings.



SOURCES: WHO. Creación de una red de agentes de salud. <https://extranet.who.int/agefriendlyworld/afp/creacion-de-una-red-de-agentes-de-salud/>
El Comercio. (2019, 27 June). Tineo formará "agentes de salud". <https://www.elcomercio.es/asturias/occidente/tineo-formara-agentes-20190627001052-ntvo.html>

NEW GERIATRIC HOSPITAL AND DAY CENTRE

LOCATION: Vicente López, Argentina
DATE: 2019 POPULATION: 269.420 - 23%



PROJECT TITLE Nuevo Hospital Geriátrico y Centro de Día
 TARGET GROUP Older adults
 EXPECTATION Contribution



In response to a growing ageing population, the Municipality of Vicente López launched the expansion and renovation of the “Don Rodríguez Ortega” Geriatric Hospital in 2019. The initiative created an integrated model uniting long-term residential care, a day-care centre, and community-based outpatient services.

The new facility includes an 84-bed inpatient ward, a day centre serving 125 people daily, and outpatient units providing medical and social services linked to community resources. The goal was to move beyond hospital-centred care toward a continuity-of-care model, supporting independence while still offering medical and social support.

The municipality coordinated across health, public works, and finance departments, with funding fully secured from public budgets. This alignment demonstrates strong local political commitment. The centre’s novelty lies in consolidating different care modalities in one facility, providing seamless transitions for older adults with varying levels of need.



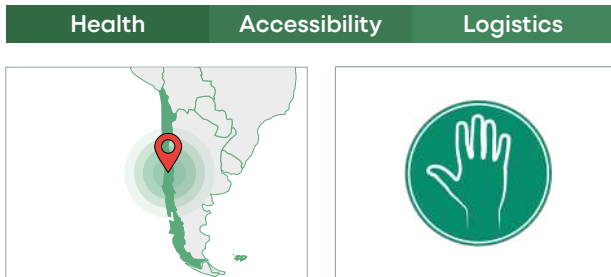
Early results show increased service capacity and greater use of community-based support. Expected long-term impacts include delayed dependency, fewer transitions to institutional care, and improved healthy life expectancy. Future plans emphasise conducting formal impact evaluations, establishing quality indicators, and adapting the model to other metropolitan areas-positioning Vicente López as a reference case for integrated eldercare in Latin America.



SOURCE: WHO. Nuevo Hospital Geriátrico y Centro de Día [Yeni geriatri hastanesi ve gündüz bakım merkezi]. <https://extranet.who.int/agefriendlyworld/afp/nuevo-hospital-geriatrico-y-centro-de-dia/>

MEDICINE DELIVERY PROGRAMME

LOCATION: Maipú, Chile
DATE: 2020 POPULATION: 521.627 - 15%



PROJECT TITLE Entrega de medicamentos a personas mayores
 TARGET GROUP Older adults
 EXPECTATION Meeting basic needs



In Maipú-one of Santiago’s communes with the highest proportion of older residents-the municipality launched a Medicine Delivery Programme in 2020 to remove barriers to essential prescriptions. Coordinated by the Oficina de Adulto Mayor [Office for Older Adults] and operationalised via neighbourhood CESFAM Primary-Care Centres, the model organises procurement and home delivery.

A 2019 agreement with the private pharmacy chain SalcoBrand adds discounts, stock assurance, and logistics support, complemented by the municipal pharmacy [farmacia comunal]. Dedicated WhatsApp lines for social services, physiotherapy, and psychology provide low-threshold communication for older people and families, reducing response times.

The initiative has improved safety and continuity in medication access, promoting equity in health services and reporting high user satisfaction. The municipality plans to consolidate the programme as a permanent service within its age-friendly portfolio.



SOURCE: WHO. Entrega de medicamentos a personas mayores. <https://extranet.who.int/agefriendlyworld/afp/entrega-de-medicamentos-a-personas-mayores/>

CONVALESCENCE CARE CENTRE

LOCATION: Santa Maria da Feira, Portugal
DATE: 2017 POPULATION: 139,312 - 15%



- PROJECT TITLE** Centro de Acolhimento de Doentes em Convalescência Ozanam (CADC0Z)
TARGET GROUP Older adults
EXPECTATION Meeting basic needs



During the COVID-19 public health emergency, the Municipality of Santa Maria da Feira, in partnership with local health authorities and the Social Security Institute, established CADC0Z (Convalescence Care Centre Ozanam). The centre was designed for patients-especially those aged 65+ or living with chronic conditions-who did not require hospitalisation but lacked safe home isolation conditions.

With a 26-bed capacity, CADC0Z operated on principles of care excellence, human dignity, and respect for individuality. Services included nursing care, medical monitoring, tailored nutrition, and psycho-social support. Its purpose extended beyond clinical recovery, providing a safe and dignified environment for convalescence.

The initiative was coordinated by the municipality, Social Security, ACES Entre Douro e Vouga, and CHEDV, with facilities provided by Casa Ozanam. The Portuguese Red Cross, volunteers, local health centres, fire brigades, and private companies contributed operational support.

Functioning as a bridge between the healthcare system and social care during the pandemic, CADC0Z safeguarded recovery for vulnerable groups. It was internationally recognised, receiving the 2020 International Hospital Federation Beyond the Call of Duty for COVID-19 Award.



COMMUNITY CARE FOR DEMENTIA

LOCATION: Southern District, Hong Kong SAR, China
DATE: 2016 POPULATION: 270,000 - 15.20%



- PROJECT TITLE** Community Care for Dementia 2
TARGET GROUP Older adults with chronic conditions or disabilities
EXPECTATION Meeting basic needs



Community Care for Dementia 2 advances a district-wide, dementia-friendly ecosystem through multi-component action: elder-ambassador training, awareness programmes for institutions and shop-keepers, visual identification of dementia-friendly premises, and rapid-response protocols for missing persons. Facilities and services that meet criteria display the "Southern District Age-Friendly" logo and are listed in the Dementia-Friendly Community directory.

In partnership with Hong Kong Police (Western Unit), the project compiled a 162-supporter list to facilitate swift intervention when a person goes missing, tightening coordination among families, businesses, and responders. Regular recognition and sharing sessions (e.g., in 2017) sustain motivation and spread practical know-how across sectors.

The approach has been positively received by participants, who highlight clearer pathways to help and safer everyday experiences for people living with dementia and their carers. The medium-term ambition is comprehensive uptake across shops, restaurants, and local stakeholders-normalising dementia-friendly practices as standard customer care. A 2019 review step was initiated to deepen synergy and update materials.

The model's value lies in cross-sector coordination and flexible outreach (from training to on-site coaching). Replication elsewhere should prioritise simple checklists, recognisable signage, and memoranda with police/transport operators to formalise missing-person protocols.

MINAMI ASHIGARA CITY ORANGE NETWORK

LOCATION: Minamiashigara, Japan
DATE: 2017 POPULATION: 43,349

Dementia

Safety

Solidarity



- PROJECT TITLE Minami Ashigara-shi Orenji Nettowāku
- TARGET GROUP Older adults
- EXPECTATION Meeting basic needs

PEOPLE

PARTICIPATION

PEACE

3 GOOD HEALTH AND WELL-BEING

10 REDUCED INEQUALITIES



南足柄市オレンジネット





The Orange Network in Minami Ashigara City is a community-based support initiative designed to ensure the rapid, safe, and coordinated recovery of individuals with dementia who may go missing or become disoriented. The project is implemented through a multi-stakeholder structure that brings together the municipality, local police, social welfare organizations, healthcare professionals, and volunteers.

The system begins with a voluntary pre-registration form completed by relatives of individuals with dementia. This securely stored form includes personal details such as physical characteristics, health status, frequently used belongings, contact information, and critical medical or psychological conditions to be considered in emergencies. The information is only shared with authorized institutions and on-the-ground volunteers during actual incidents.



In the event of a missing case, volunteers, local businesses, and public officials within the network are immediately notified, and a systematic search is launched from the person's last known location. This approach significantly reduces the time required to locate missing individuals, minimizing both physical and psychological risks.

Beyond emergency response, the project also aims to raise community awareness of dementia, promote safer living environments, and provide support for caregivers.

SOURCES: WHO. Minami Ashigara City Orange Network. <https://extranet.who.int/agefriendlyworld/afp/minami-ashigara-city-orange-network/>
TownNews. (April 14, 2018). Minami Ashigara-shi Orenji Nettowāku. <https://www.townnews.co.jp/0608/2018/04/14/427994.html>
Kanagawa Shimbun. (2020). Minami Ashigara-shi Orenji Nettowāku. <https://www.kanagaco.jp/news/life/article-239055.html>

MAKING HEALTH EDUCATION RESOURCES MORE ACCESSIBLE

LOCATION: Louisville, United States
DATE: 2019 POPULATION: 600,000 - 17%

Health

Technology

Accessibility



- PROJECT TITLE MyHealthE-Net: Making health education resources more accessible
- TARGET GROUP Both younger and older people (i.e. intergenerational)
- EXPECTATION Learning, development, decision-making

PEOPLE

PARTICIPATION

3 GOOD HEALTH AND WELL-BEING

10 REDUCED INEQUALITIES

Launched in 2019 under Age-Friendly Louisville, MyHealthE-Net improves access to health-education resources for older residents and advances community health literacy. The initiative is a partnership among Louisville Metro Government, AARP Kentucky, the Kentuckiana Regional Planning and Development Agency (KIPDA), and the University of Louisville Trager Institute.

The programme targets older adults who lack timely, accessible health information. A multi-channel approach combines digital platforms, printed materials, community-centre sessions, and telephone support-ensuring alternatives for residents with limited digital skills or internet access. Over 40 health organizations, academics, and volunteers contribute content and facilitation, volunteer conveners help set agendas and co-create solutions, positioning older adults as active participants rather than passive recipients.



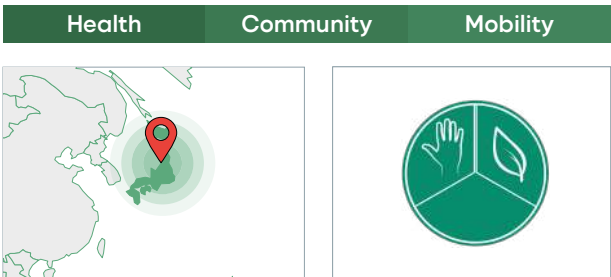
Early assessments indicate improved access to trustworthy information and more informed personal health decisions. User feedback is strongly positive. Future plans include expanding the resource network and documenting the model for replication by other age-friendly communities.



SOURCES: WHO. MyHealthE-Net: Making health education resources more accessible. <https://extranet.who.int/agefriendlyworld/afp/myhealth-e-net-making-health-education-resources-more-accessible/>
Age-Friendly Louisville. Age-Friendly Louisville. <https://www.agefriendlylouisville.com/>

HEALTH PROMOTION PROGRAMME

LOCATION: Oiso, Japan
DATE: 2011 POPULATION: 31,522 - 39.16%



- PROJECT TITLE Kenkōzukuri
- TARGET GROUP Older adults
- EXPECTATION Meeting basic needs

Initiated by Oiso Town in 2011, OASIS 24 Health Promotion Programme responds to rapid population ageing (with 65+ residents comprising 39.2% of the population) by building a neighbourhood-based health support network under the leadership of a physician-mayor. The name references coverage of 24 neighbourhoods and year-round support.

Public-health nurses and dietitians conduct regular neighbourhood rounds to provide counselling, risk assessment, and personalised referrals. Programme components include walking groups, nutrition seminars, periodic health screenings, and tailored exercise plans. Using an *Ikigai Map* approach, older residents' interests and social networks are identified and channelled into community activities and volunteering.

Age-friendly municipal hubs function as gathering places where nurses, physiotherapists, and dietitians run health events and facilitate socialisation. Inter-generational workshops, hobby clubs, and festivals



counter isolation and strengthen community bonds. Participants report improved dietary and exercise habits alongside stronger social ties. Combining data-informed planning with ikigai-oriented engagement, OASIS 24 offers an innovative model that supports purpose in later life.



SHARPS EXCHANGE PARTNERSHIP WITH LOCAL PHARMACIES

LOCATION: North York, Canada
DATE: 2017 POPULATION: 655,900 - 15%



- PROJECT TITLE Sharps Exchange Partnership with local pharmacy and clients
- TARGET GROUP Vulnerable older persons (e.g., at risk of or affected by abuse, socially isolated, or living in poverty)
- EXPECTATION Meeting basic needs

This age-friendly initiative establishes a pharmacy-based partnership to ensure the safe collection and disposal of used medical sharps from home care. The programme encompasses syringes, lancets, pre-filled injectors, and insulin pen tips, accepting only post-consumer household waste.

Participants receive free disposal containers from partner pharmacies, fill them up to the safety line, seal them securely, and return them to the same pharmacies. Initially launched with the Shoppers Drug Mart chain, the programme has since expanded to other pharmacies in response to user demand. It has been especially beneficial for older adults living alone or with mobility restrictions, allowing them

to safely manage their medical waste. Feedback revealed that most participants were previously unaware of such services, highlighting its significant social value.

One major challenge faced by the programme was participants' hesitation to switch pharmacies or change familiar habits. To address this, the programme expanded within existing pharmacies while training pharmacists and staff to provide education on safe disposal practices. Its success is monitored by the Clinical Practice Nurse and the Infection Prevention and Control Committee through regular inspections and user feedback.



SOURCES: WHO. OASIS 24: Healthy Oiso. <https://extranet.who.int/agefriendlyworld/afp/oasis-24-healthy-oiso/>
Oiso Town. <https://www.town.oiso.kanagawa.jp/kenko/kenkouzoushin/kenkoudukuri/index.html>

INNOVATIVE ACTIONS AGAINST LONELINESS IN OLDER ADULTS

LOCATION: Madrid, Spain

DATE: 2021 POPULATION: 3.312.310 - 26%



- PROJECT TITLE** Oledad no deseada en mayores desde acciones innovadoras
- TARGET GROUP** Vulnerable older persons (e.g., at risk of or affected by abuse, socially isolated, or living in poverty)
- EXPECTATION** Learning, development, decision-making



Since 2021, the City of Madrid has adapted its tele-assistance service, which reaches more than 140,000 people annually, to identify and address unwanted loneliness among older adults. The programme links large-scale public teleassistance infrastructure with voluntary support mechanisms, creating an integrated system.

Older residents identified as at risk are assessed using validated loneliness scales and structured interviews. Those who consent are referred to volunteer networks and included in home-visiting or companionship programmes. Activities include regular phone calls, social gatherings, and group discussions, designed to create a supportive social network. Initial challenges included low acceptance rates, these were addressed through broad awareness campaigns and direct communication of benefits.

In 2022, 1,826 individuals were assessed, of whom 1,752 were identified as at risk. Thirty-seven percent accepted referral, and 53% received home-based companionship. Between 2021 and 2023, more than 54,000 older residents participated in loneliness-prevention activities coordinated by the city. Recently, the programme has integrated artificial intelligence tools to improve risk detection and add new evaluation metrics.



SOURCES: WHO. Soledad no deseada en mayores desde acciones innovadoras. <https://extranet.who.int/agefriendlyworld/afp/soledad-no-deseada-en-mayores-desde-acciones-innovadoras/>
Ayuntamiento de Madrid. (2024). Más de 54.000 personas han participado en las acciones del Ayuntamiento para combatir la soledad no deseada desde 2021. <https://diario.madrid.es/blog/notas-de-prensa/mas-de-54-000-personas-han-participado-en-las-acciones-del-ayuntamiento-para-combatir-la-soledad-no-deseada-desde-2021/>

AGEING BETTER FESTIVAL

LOCATION: Bristol, United Kingdom

DATE: 2020 POPULATION: 454.200 - 17.2%



- PROJECT TITLE** Yate Ageing Better Festival
- TARGET GROUP** Older adults
- EXPECTATION** Learning, development, decision-making



Launched in 2020 by Yate Town Council, the Ageing Better Festival aims to increase social participation among residents aged 50+ and to promote healthy living. Funded through the municipal budget and sustained by contributions from local businesses, NGOs, and volunteers, the festival blends health promotion, cultural programming, and practical information about local services into a single, highly visible community event. Programme elements typically include health checks and talks, sports tasters, music and arts performances, and staffed information stands linking attendees to entitlements, transport options, volunteering, and community groups.

A defining feature is older adults' dual role as both participants and co-producers: many contribute to planning, marshal activities on the day, or volunteer

at stalls, reinforcing peer leadership and community ownership. Participant feedback indicates that the festival has helped people discover new hobbies, reconnect with local services, and strengthen social ties.

Early editions were constrained by COVID-19 precautions, but the format has progressively broadened as public-health conditions allowed. The main operational challenge remains volunteer capacity and human-resource continuity-issues the council plans to address by expanding its volunteer network and diversifying partner organisations. Looking ahead, the municipality intends to institutionalise the event annually, extend the range of services represented, and develop targeted outreach for harder-to-reach groups.



SOURCES: WHO. Yate Ageing Better Festival. <https://extranet.who.int/agefriendlyworld/afp/yate-ageing-better-festival/>
Yate Town Council. (2025). Yate Ageing Better Festival 2025. <https://yate-towncouncil.gov.uk/yate-ageing-better-festival-2025/>
Yate Town Council. Yate Ageing Better. <https://yate-towncouncil.gov.uk/yate-ageing-better/>

OLDER ADULTS IN THE LIBRARY

LOCATION: Pato Branco, Brazil

DATE: 2022 POPULATION: 72,370 - 50%



- PROJECT TITLE** Idoso na Biblioteca
- TARGET GROUP** Older adults
- EXPECTATION** Building and sustaining relationships



Older Adults in the Library project reduces social isolation and strengthens cognitive flexibility among older adults by turning the public library into a co-created learning and sharing space. The programme's aim is to support attention, memory, and expressive abilities through storytelling, re-reading, conversation, and experiential exchange.

Led by the City's Age-Friendly and Culture Departments, sessions are co-organised by library staff and municipal teams. Older adults act not only as participants but also as co-facilitators, helping to choose materials and shape the session flow. This low-cost, high-impact method functions as "cognitive gymnastics", translating the library's cultural capital into structured psychosocial benefit.

Participants report feeling heard and valued, with positive shifts in self-esteem and social connectedness. Planned expansion includes additional classes and outreach to new neighbourhoods. Anticipated outcomes include improvements in attention and memory processes, strengthened social networks, and increased life satisfaction. Because it leverages existing public infrastructure, the model is highly transferable to other libraries, community houses, and cultural venues, provided that facilitation guidelines and safeguarding protocols are in place.

SOURCE: WHO. Idoso na Biblioteca. <https://extranet.who.int/agefriendlyworld/afp/idoso-na-biblioteca/>

THE BEAUTY OF EXPERIENCE: ANTI-AGEISM CAMPAIGN

LOCATION: Regional Municipality of Durham, Canada

DATE: 2020 POPULATION: 699,460 - 20%



- PROJECT TITLE** The Beauty of Experience: Anti-Ageism Campaign
- TARGET GROUP** Older adults
- EXPECTATION** Building and sustaining relationships



Launched in 2020 by Durham Region Municipality and the Durham Council on Aging, The Beauty of Experience: Campaign Against Ageism was developed to address the negative effects of ageism on social inclusion. Its aim is to highlight the societal value of older adults' knowledge, experience, and skills, and to challenge harmful myths.

Supported by the Province of Ontario, the campaign transformed the life stories of 24 older adults into documentary-style videos and a poster series. Participants represented themes of lifelong learning, volunteering, creativity, and productivity. The content was disseminated to wide audiences through newspapers, radio, social media, and public transport advertisements.

Older adults were not only represented but also actively involved in producing the campaign's messages. Through the stories of the 24 volunteers, ageing was made visible in a positive way within society. The campaign reached 169,000 radio listeners, 71,000 newspaper readers, and more than 350,000 public transport users, generating a strong impact. Although face-to-face events were limited due to COVID-19, the materials were adapted for digital access, allowing the campaign to extend online. Future projects are recommended to allocate budget planning to ensure equal access to both printed and digital materials.



SOURCES: WHO. The beauty of experience: Anti-ageism campaign. <https://extranet.who.int/agefriendlyworld/afp/the-beauty-of-experience-anti-ageism-campaign/>
Region of Durham. Age-friendly Durham. <https://www.durham.ca/en/living-here/age-friendly-durham.aspx>

SENIORS EMBRACE LITTLE ONES

LOCATION: Poznań, Poland

DATE: 2016 POPULATION: 529,410 - 28.10%

Intergenerational Health Empathy



- PROJECT TITLE** Senior maluszka tuli
- TARGET GROUP** Both younger and older people (i.e. intergenerational)
- EXPECTATION** Building and sustaining relationships



Launched in 2016 by the City of Poznań in partnership with Hospicjum Palium, Seniors Embrace Little Ones enables trained volunteers aged 60+ to provide safe, affectionate contact to newborns being cared for in hospital. Designed for babies who are separated from their families or require intensive attention, volunteers offer holding, soothing, and-when appropriate-feeding support that benefits infants' physical and emotional development.

Implementation begins in the Neonatal Unit of F. Raszei Municipal Hospital with a structured training programme. Volunteers complete three modules-hygiene and safety, neonatal physiology, and communication with parents and clinical staff-delivered by neonatologists, nurses, psychologists, and hygiene specialists. Graduates are equipped to provide not only hands-on care but also psychosocial support in a clinical setting.



The initiative innovatively combines intergenerational solidarity with health services. While reducing infant stress, it provides older volunteers with meaningful social contribution, supports families psychologically, and eases staff workload. Strong community feedback has encouraged institutionalisation and expansion of the volunteer base. The model is low-cost, high-impact, and transferable to other cities.



AGE-FRIENDLY NEIGHBOURHOODS

LOCATION: Bristol, United Kingdom

DATE: 2020 POPULATION: 454,200 - 17.2%

Neighbourhood Participation Accessibility



- PROJECT TITLE** Age-Friendly Neighbourhoods Membership
- TARGET GROUP** Both younger and older people (i.e. intergenerational)
- EXPECTATION** Contribution



The Age-Friendly Neighbourhoods Membership is a participatory model promoting the creation of age-friendly environments at the neighbourhood scale in Bristol. Developed through a partnership between Bristol Ageing Better and Age UK Bristol, the programme applies the WHO's eight domains of age-friendliness (transportation, outdoor spaces and buildings, housing, community support, respect and inclusion, civic participation, communication, and social life) as the basis for local assessment.

The process follows four key steps. First, neighbourhoods join the network. Second, they conduct a self-assessment using a comprehensive checklist supported by data collected through surveys, observations, and community discussions. Third, an action plan is prepared, outlining both short- and long-term goals, including infrastructure improvements, community activities, and service development strategies. Finally, the application package is submitted to the Age-Friendly Bristol team. Approved neighbourhoods receive certification, an imple-



mentation guide, and project consultancy covering funding opportunities, stakeholder partnerships, and community engagement.

By encouraging collective action among residents, the programme not only improves the physical environment but also strengthens social capital, creating inclusive and sustainable neighbourhoods that meet the needs of all generations.

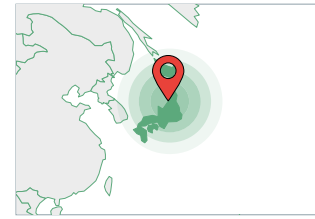


NURSING CARE SERVICE AT PUBLIC BATH

LOCATION: Kamakura, Japan

DATE: 2001 POPULATION: 176,466 - 35.93%

Culture	Health	Socialisation
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- PROJECT TITLE** Nursing Care Service at Public Bath
- TARGET GROUP** Older adults
- EXPECTATION** Meeting basic needs



Since 2001, Kamakura City has repurposed five public baths [sento] into daytime care venues for older residents. Open two mornings per week at a symbolic fee (300 yen), the Daytime Bath model promotes physical health, psychosocial wellbeing, and social connection.

Participants receive basic health checks (e.g., blood pressure), guidance on safe bathing, light exercise, and massage. The public bath's cultural role as a social commons is leveraged to foster interaction, while the programme's emphasis on supportive physical proximity [often translated as the Japanese-derived term "skinship"] enhances emotional bonding among



participants. In this way, the bath serves not only hygiene needs but also rehabilitation and health promotion functions.

By integrating a culturally embedded practice with age-friendly care, the model encourages regular community contact among homebound or isolated older people. Reported benefits include relaxation, happiness, and strengthened belonging. The city plans broader outreach to reach more residents. Overall, the programme stands out as a low-cost, culturally resonant, community-based health intervention.



PARKLET PROGRAM

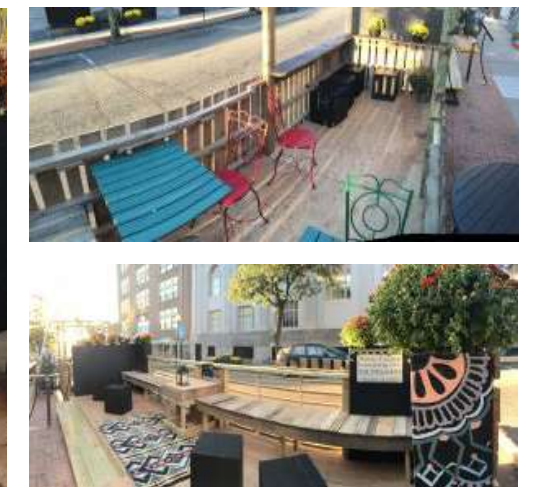
LOCATION: Montclair, United States

DATE: 2018 POPULATION: 37,699 - 17%

Planning	Participation	Accessibility
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- PROJECT TITLE** Parklet Program
- TARGET GROUP** Older adults
- EXPECTATION** Mobility



Launched by the Municipality of Montclair in 2016, the Parklet Program was developed to support older adults in spending time safely in public spaces and to increase social participation. Implemented in partnership between the Planning Department and the Montclair Center Business Improvement District, the program offers low-cost and rapidly deployable solutions.

Parklets are small-scale public spaces created by converting on-street parking spaces. Equipped with benches, shade structures, and plantings, these areas have functioned as safe pause points where older adults can find places to rest and socialize in the city center. Although older adults did not directly participate in the design process, it has been observed

that the implementation facilitated their access to outdoor environments.

Initially, some criticisms arose regarding the loss of parking spaces; however, over time it was observed that parklets increased pedestrian activity and invigorated local businesses in the area. Public feedback has been largely positive. Although no formal impact assessment has yet been conducted, the municipality plans to expand the program and make parklets permanent at the neighborhood scale. In addition, it is intended that parklets be combined with green infrastructure, shading, and microclimate adjustments to contribute to older adults spending time more comfortably during the summer months.



COMMUNITY INTERVENTIONS TO PROMOTE AGEING IN PLACE

LOCATION: Manchester, Birleşik Krallık
 DATE: 2018 POPULATION: 2.812.569 - 20.8%

Ageing in place Participation Solidarity



- PROJECT TITLE** Community Interventions to Promote Ageing in Place through Participatory Approaches with Older People
- TARGET GROUP** Vulnerable older persons (e.g., at risk of or affected by abuse, socially isolated, or living in poverty)
- EXPECTATION** Contribution



Led by MICRA (Manchester Institute for Collaborative Research on Ageing) at the University of Manchester, this project enables older adults to live safely, healthily, and sociably in their homes and neighbourhoods. Grounded in participatory action research, it embeds older people as co-researchers and decision-makers.

Methods employs neighbourhood-scale fieldwork, focus groups, interviews, and community workshops as its core methods. Older residents identify needs and co-develop solutions, followed by action plans spanning home care, transport, safety, and social participation. Implementation emphasises stronger social ties, volunteer support networks, and improved digital inclusion.

MICRA reports indicate reduced isolation, greater sense of control, and strengthened community solidarity-positioning older adults as active policy actors rather than passive service recipients and offering a robust participatory model for age-friendly urbanism.



SAFE ROUTE TO AGE IN PLACE

LOCATION: Columbus, Amerika Birleşik Devletleri
 DATE: 2023 POPULATION: 1.321.414 - 19%

Transport Accessibility Safety



- PROJECT TITLE** Safe Route to Age in Place
- TARGET GROUP** Older adults
- EXPECTATION** Mobility



The Safe Route to Age in Place initiative, launched in Columbus in 2023, focuses on urban accessibility and safety improvements to enable older adults to live independently in their homes while accessing public spaces securely.

Interventions of the initiative include installation of ramps, adjustment of pedestrian crossing times to older adults' walking pace, and improved street lighting. Planning relied on participatory methods such as walk audits, focus groups, and surveys with older residents, ensuring that solutions were prioritised based on lived experience.

Reported outcomes of the activities include increased outdoor activity, reduced fall risks, and strengthened social participation. Importantly, im-



provements benefit not only older adults but also persons with disabilities and families with children. Columbus intends to expand safe-route interventions to additional neighbourhoods and maintain them through regular infrastructure programmes.



TOCHIKUBO SHOPPING CLUB

LOCATION: Hadano, Japan
DATE: 2018 POPULATION: 158,706

- Transport
- Volunteering
- Shopping



- PROJECT TITLE: Tochikubo Kaimono Kurabu
- TARGET GROUP: Vulnerable older persons (e.g., at risk of or affected by abuse, socially isolated, or living in poverty)
- EXPECTATION: Mobility



The Tochikubo Shopping Club was established in 2018 in the rural Tochikubo area of Hadano City, Kanagawa Prefecture, to support older residents with limited mobility and restricted access to food and essential goods. More than half of the area's 93 households (50,6%) are composed of older persons, making insufficient public transportation a significant challenge.

As part of the project, every Wednesday, a free shuttle service operated by the Josenkai Social Welfare Corporation transports residents from two pickup points to supermarkets and farmers' markets. All costs, including fuel, insurance, and maintenance, are fully covered by the institution. Beyond shopping, the initiative fosters social interaction during travel, reducing isolation among participants.



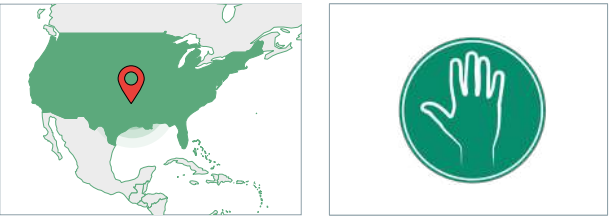
The programme was preceded by a two-phase survey and a three-month pilot project to identify needs directly with residents. Participants particularly valued the home-drop-off option on rainy days, which allowed them to purchase more goods comfortably. A formal agreement between the municipality, volunteers, and the social welfare institution guarantees safe and regular operation.

Currently serving 13 registered participants, the model has attracted attention across the prefecture and received study visits from other municipalities. Recognized in the WHO Decade of Healthy Ageing report as a good practice, the initiative offers a scalable and sustainable mobility solution for rural communities.

SENIORS HELPING OTHER SENIORS

LOCATION: Greeley/Weld County, United States
DATE: 1992 POPULATION: 249,998 - 16%

- Volunteering
- Accessibility
- Solidarity



- PROJECT TITLE: Seniors helping other seniors shop
- TARGET GROUP: Older adults with chronic conditions or disabilities
- EXPECTATION: Meeting basic needs



Since 1992, this volunteer programme has provided accessibility support to low-income and disabled older adults. A team of 12 volunteers aged 55+ build ramps and install railings to reduce fall risks and support independent living at home. These modifications enable older adults to remain in their own homes rather than transition to institutional care.

The initiative is sustained through material support from the City of Greeley, donations from Group Realtors, and supplementary funding from the Christopher Reese Foundation. The University of Northern Colorado assists with transporting ramps, while social workers and hospitals refer clients. The innovative feature of the programme is its reliance on experienced volunteers, who develop rapid, customised solutions tailored to each household.

Feedback from 19 clients indicated that all were able to continue living at home thanks to ramp installation—otherwise, they would have required institution-

al placement. Challenges include the geographic scale of service, the high cost of lumber, and the physical demands of heavy materials. Future plans include material optimisation and standardisation to strengthen sustainability.



SOURCES: WHO. Shopping service called "Tochikubo shopping club" for aged people in Tochikubo area, Hadano City. <http://extranet.who.int/agefriendlyworld/afp/shopping-service-called-tochikubo-shopping-club-for-aged-people-in-tochikubo-area-hadano-city/>
Hadano City. (2022). Tochikubo kaimono kurabu. <https://www.city.hadano.kanagawa.jp/www/contents/1650348533566/index.html>
TownNews. (2021, 19 February). Tochikubo kaimono kurabu. <https://www.townnews.co.jp/0610/2021/02/19/561409.html>

HOUSING IMPROVEMENT CARE SCHEME

LOCATION: Tsuen Wan, Hong Kong SAR, China
DATE: 2017 POPULATION: 304,637 - 18.4%

- Housing
- Ageing in place
- Accessibility



- PROJECT TITLE: Housing Improvement Care Scheme
- TARGET GROUP: Older adults
- EXPECTATION: Meeting basic needs



Launched in 2017, the Housing Improvement Care Scheme supports ageing in place by upgrading unsafe or unsuitable home conditions for older residents in Tsuen Wan. Many seniors live in dwellings with safety risks, the programme addresses these through accessibility adaptations, safety improvements, and care-related support designed to raise quality of life.

Implementation relied on a broad partnership of public agencies, the Tsuen Wan District Council, NGOs, volunteers, social enterprises, and private contractors. The local authority coordinated the service network, NGOs delivered care and social support, social enterprises carried out low-cost,



practical home modifications, and volunteers conducted home visits to identify needs and guide interventions.

Participants reported high satisfaction with repairs and safety equipment and, in some cases, financed additional upgrades themselves. Key challenges included hesitancy among some older adults stemming from trust concerns and a short, four-month implementation window that limited coverage. Experts recommended extending the programme to 12 months to increase effectiveness. Long-term sustainability will require stronger financing and continuity planning.



SOURCES: WHO. Housing improvement care scheme (Tsuen Wan). <https://extranet.who.int/agefriendlyworld/afp/housing-improvement-care-scheme-tsuen-wan/>
Jockey Club Age-friendly City, Jockey Club Age-friendly City Project. <https://www.jcfc.hk/en/Events/Jockey-Club-Age-Friendly-City-Project-1.html>

AGE IN PLACE: - INTERACTION FOR GOOD LIVING

LOCATION: Gothenburg, Sweden
DATE: 2011 POPULATION: 604,829 - 20%

- Participation
- Ageing in place
- Accessibility



- PROJECT TITLE: Age in place interaction for good living
- TARGET GROUP: Older adults
- EXPECTATION: Building and sustaining relationships



Implemented between 2011 and 2012, Gothenburg's Age in Place - Interaction for Good Living was a comprehensive programme designed to allow older adults to remain at home for longer periods with greater safety and independence. The project addressed three pressing challenges: fall risk, loneliness, and growing demand for care services.

The initiative was led by the municipality and supported by 13 organisations and more than 100 stakeholders, ranging from housing providers and healthcare institutions to technology firms and civil-society organisations. Interventions were targeted to neighbourhoods with high proportions of

older residents. Older adults and families opened their homes for assessment, actively participating in identifying needs and shaping interventions.

Solutions included barrier-free bathroom renovations, automatic door openers, enhanced lighting, GPS-based alarm systems, and social-space redesigns to stimulate interaction. Importantly, the project did not limit itself to physical modifications, it integrated social dimensions, recognising that built environments influence social participation as much as safety.

Economic evaluation conducted by PwC demonstrated that approximately 85% of expenditures returned as municipal savings, primarily through reductions in home-care costs, decreased demand for special transportation, delayed institutionalisation, and strengthened social bonds. Participants confirmed improved confidence, enhanced independence, and expressed satisfaction with being able to age at home. In the next phase, within the framework of the age-friendly city action plan, the project is intended to be implemented on a broader scale.



SOURCE: WHO. Age in place: Interaction for good living. <https://extranet.who.int/agefriendlyworld/afp/age-in-place-interaction-for-good-living/>

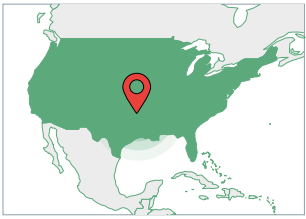
SAFE ROUTES TO AGE IN PLACE

LOCATION: Little Havana, United States
DATE: 2011 POPULATION: 20,000 - 29%

Transport

Accessibility

Safety



PEOPLE

PLACE

PEACE



3 GOOD HEALTH AND WELL-BEING

10 REDUCED INEQUALITIES



- PROJECT TITLE Safe Routes to Age in Place
- TARGET GROUP Older adults
- EXPECTATION Mobility



A significant proportion of individuals over the age of 65 living in Little Havana do not own cars, and the high incidence of pedestrian accidents involving older adults in the area is noteworthy. This situation poses a serious risk to social mobility and ageing in place. For this reason, the Safe Routes to Age in Place (SRTAP) project, launched in 2011, represents a pioneering pilot initiative aimed at developing age-friendly transportation infrastructure. The main goal of the project is to increase opportunities for older adults to maintain independent living by designing safe walking routes and to promote practices of active transportation. The program was structured within the framework of the 5E approach (Engineering, Education, Encouragement, Enforcement, and Evaluation) and implemented through walk audits, focus groups, public forums, and a Virtual Advisory Committee. Its most innovative aspect is that older adults were involved not only as users but also as co-decision-makers in the decision-making processes. In this way, local needs and everyday experiences were directly conveyed to policymakers, increasing both the speed and the quality of community participation.

A similar approach was demonstrated in 2020 through the Safe Routes to Age in Place initiative conducted in Columbus and Franklin County, Ohio. Coordinated by the Ohio State University College of Social Work, this program actively engaged older adults in the process. Participation was not limited to face-to-face activities; the digital journaling ap-

plication MyAmble was used to record individuals' daily mobility experiences. In addition, walk audits, focus group meetings, and community gatherings were conducted to integrate the suggestions of older adults into decision-making mechanisms. In this way, the program presented an innovative model that combined technology with participatory methods (Dabelko-Schoeny et al., 2020).

Although developed at different scales, both initiatives produced similar outcomes. In Little Havana, access to services was strengthened through the concept of an "Age-Friendly Business District," while in the Ohio example, the empowerment of older adults, increased media visibility, and the development of digital guides for policymakers stood out. The common denominator is the positioning of older adults not only as users of services but also as producers of them.



SOURCES: WHO. Safe routes to age in place. <https://extranet.who.int/agefriendlyworld/afp/safe-routes-to-age-in-place/>
Dabelko-Schoeny, H., Fields, N. L., White, K., Sheldon, M., Ravi, K., Robinson, S., Murphy, I. E., & Jennings, C. (2020, May). Safe routes to age in place. College of Social Work, The Ohio State University. <https://agefriendly.osu.edu/cdn/2020-4-April-Safe-Routes-to-Age-in-Place-v5.pdf>



