

Sharing your Age-friendly Practices: a step-by-step guide

What is the Global Database of Age-friendly Practices?

The Global Database of Age-friendly Practices is a collection of concrete actions taken locally to make communities better places to grow old. It illustrates what age-friendly means in practice in communities around the world. Searchable by country, community size, sector (such as housing, transport or social participation) and other helpful criteria, it provides a useful tool for information sharing and learning.

What are Age-friendly Practices?

Age-friendly practices include any concrete measure aimed at creating more supportive and accessible environments, enabling older people to actively participate in community life and maintain their autonomy and independence.

These measures can be aimed at enabling one or more of the following: meeting older people's basic needs; being mobile; building and maintaining relationships; learning, growing and making decisions; and contributing.

How do I use the Global Database of Age-friendly Practices?

You can search the database for any keyword of your choice. A number of filter options are also provided to allow you to narrow down your search results according to what is most useful for you. You can apply multiple filters at once—**just press the 'Filter' button to apply your changes**. A summary of each practice will be displayed and if you would like to learn more, you can then choose to read the full record. Community contact details are provided, making it easy for you to follow up for more information.

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

We welcome submissions to the database from **any city or community in WHO member states**. The database is intended to be an information sharing platform by local communities for local communities around the world. It is not necessary to be a member of the WHO Global Network for Age-friendly Cities and Communities to contribute. While we acknowledge that tailored products and services are important in creating more age-friendly environments, the database will not advertise particular commercial products or services. Being listed in the database is not an indicator of endorsement by WHO.

GETTING STARTED: CHOOSING AN AGE-FRIENDLY PRACTICE FOR SUBMISSION

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

IS:

- A concrete measure
- Clearly defined with delineated scope
- Comprised of clear, actionable steps
- A portion of your age-friendly program, but not the whole program

IS NOT:

- An overall age-friendly program description
- A rationale for an age-friendly model
- An overview of age-friendly policy
- Promotion of particular commercial products and services

For example, if your community is focusing age-friendly efforts on enhancing older adults' mobility:

- ✓ DO focus on just one single initiative per submission, such as extending the time for pedestrian signals at traffic junctions.
- ✓ DO share the specific steps involved that would help another community understand how you implemented it, for example how you went about increasing the number of benches in public spaces.
- ✓ DO NOT write about the community's full age-friendly program and how all of the improvements made work together to improve older adults' mobility. This could instead be shared in more detail in a progress or evaluation report and shared on Age-friendly World.

SUBMITTING YOUR AGE-FRIENDLY PRACTICE: STEP-BY STEP

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

<https://extranet.who.int/agefriendlyworld/submit-afp/>.

Please note only questions marked with an asterisk (*) are mandatory. However, we strongly encourage you to provide answers to all questions if possible. More details will help others better understand the age-friendly practice, and may inspire them to adapt and replicate it in their own community.

Please login to your Age-friendly World profile before completing this form, if you have one. Logging in will link your practice to your city or community's public profile page on Age-friendly World for greater visibility.

It is not possible to save your progress on this form. It may be helpful to compose your answers on a separate file before inputting them into the form for submission.

AGE-FRIENDLY PRACTICE AT A GLANCE

- 1) **Title** *: Please include a short title that describes your practice in 60 characters.
- 2) **Summary** *: Please describe the age-friendly practice in 200 to 300 words. The description should address all of the following:
 - What did you do?
 - Why did you do it? – what challenge or problem did you seek to address?
 - How did you go about it?
 - Who was involved?
 - What results did you achieve?
 - How did your beneficiaries benefit (if known)?
 - And what lessons did you learn along the way?

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

Your photo uploaded here will be used to illustrate your age-friendly practice on the Global Database of Age-friendly Practices, our Age-friendly World website and other

information materials. By uploading a photo, you agree to our use of the photo. Please make sure you have the approval of any persons shown on the photo.

Photo credit. Please tell us which person or organization we should credit the photo to.

How to upload your practice's chosen photo

Photos can be uploaded in any image size, as long as they are less than 10 Megabytes in file size. However, it is helpful to keep in mind that the website will automatically adjust uploaded photos to a scaling to a width of 170 pixels for the thumbnails displayed in the Database search results, and to a width of 300 pixels for the photo displayed in your individual age-friendly practice's page. It may be useful to test how your photo will look like at these scales to ensure it is displayed in a satisfactory way.

- 3) **City/Community/Sub-national level of government** *: Please choose the level of government that best describes the city or community in which the practice was implemented.
- 4) **Further information** *: If you have a website or page with more information on your practice, please provide it in this field.

YOUR AGE-FRIENDLY PRACTICE IN MORE DETAIL

- 5) **Start date of age-friendly practice** *: What year did you begin this practice?
- 6) **Has the age-friendly practice been completed, or is it ongoing?** *: Choose "Completed" if the practice is no longer happening, or "Ongoing", if the practice is currently occurring in your community.
- 7) **Please select the main group that you were targeting (trying to reach) with your age-friendly practice.** *: Understanding that multiple groups can be affected by an age-friendly practice, please use the drop-down menu to choose the single group who this age-friendly practice was most focused on. You can add other groups later on in the survey. If your practice targeted a group that was not mentioned in the options, please provide the group in the box below this question.
- 8) **Please indicate the sector or sectors you targeted.** *: Please click inside the box and browse the pop-up list to select the sectors you think your practice addressed. Once you have selected one sector, you can click inside the box again to select another sector, and it will be added to your selections. You can do this as many times as you think is relevant for your practice. If you selected 'Other', you can specify an additional target sector in the next question.
- 9) **Are there any other issues your age-friendly practice aims to address?** : Please select any other issues you think are relevant for your practice from the check-box list. More than one option can be selected. If you select 'Other', another field will appear below this question, so you can specify what other issue your practice addressed.

10) **Desired outcome / Older people's ability to** *: WHO categorises age-friendly practices as generally helping older people's abilities to do one of five things. Please select the outcome for older people that you feel is most appropriate for your practice:

- Meet their basic needs;
- Learn, grow and make decisions;
- Be mobile;
- Build and maintain relationships; and
- Contribute

ENGAGING THE WIDER COMMUNITY

- 1) **Project Lead** *: Understanding that many age-friendly practices are collaborative, who is primarily responsible for the age-friendly practice? Please use the drop-down menu to select the single most appropriate option. You can add additional participants in the next question.
- 2) **If other parties were also involved, please select them here.** If parties other than the one you listed in 1) were involved, please select them from the checklist provided here.
- 3) **Please share any details of how collaboration worked in your age-friendly practice, including in project management and funding.** Understanding that collaboration is a challenge that many cities and communities approach differently, please share with us how you worked together to make your age-friendly practice possible.
- 4) **Involvement of older people** *: Please use the drop-down menu to choose the best description of how older people participate in this age-friendly practice.
- 5) **Please share a sentence or two describing in greater detail the role of older adults in the age-friendly practice.**

MOVING FORWARD

- 1) **Feedback**: If you have received any feedback from your target group or other stakeholders that you think would be relevant to share, please write them here. Please note that negative feedback can often be just as useful as positive feedback in the learning process.
- 2) **Have you already evaluated the impact of your age-friendly practice?** *: This question asks if you have conducted a structured evaluation of your practice's impact on your target group, e.g. survey, interviews, impact study, etc. Choose "Yes" if you have, and additional questions will appear asking if the evaluated impact was positive or negative, and for any further details you might have to share. You will also be able to upload any evaluation reports of the practice you may have.

If you have not conducted a structured evaluation of the impact of your practice, choose "No". If you have received informal feedback on your practice, please share this in the previous question on "Feedback" instead. You will also be able to further share if you

plan to evaluate your age-friendly practice in the future, to allow us to follow-up with you, if necessary.

- 3) **Do you plan to expand your age-friendly practice?** If yes, please share how you plan on expanding. For example, this could include serving more people, serving a larger geographical area, or building on the practice in some way.

LOOKING BACK

- 1) **Please share some reflections on your experience. For example: What issues would you have liked to be more aware of? If you could do the age-friendly practice again, what would you do differently?** Please share thoughts, feedback, and experiences here that have not been captured by the questions above.
- 2) **What were some of the challenges faced? How did you address them?** It is very helpful for communities to know in advance the kind of challenges that may come up when implementing an age-friendly practice. Please share any that you encountered.

HELP US SHARE YOUR STORY

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

If available, please upload additional documents providing more details on the age-friendly practice in the two upload fields provided. This can range from formal written documents, to media files such as photos, videos, flyers, and case studies. More information is always helpful when sharing age-friendly practices with other communities.

IF WE NEED MORE INFORMATION ABOUT YOUR AGE-FRIENDLY PRACTICE

If you are already logged into Age-friendly World, you do not need to give us your contact details as your age-friendly practices will be automatically linked with your Age-friendly World profile.

If you are not logged in, you will be asked to provide contact details of your age-friendly practice's lead manager (or contact person). Please note that these details will be displayed on the public Global Database:

- 1) **First name ***
- 2) **Last name ***
- 3) **Email address ***
- 4) **What are your preferred languages of communication? *: Indicate here what language(s) you are speaking to guide those you may wish to contact you for further information on your age-friendly practice.**

Thank you for sharing your age-friendly practice to help us build the Global Database of Age-friendly Practices.

Submitted examples will be reviewed and edited before being included in the database. Please note that it may take some time from the moment you submit your age-friendly practice to it being published in the database.

If you have any additional questions not covered by this note, please do not hesitate to contact us at gnafcc@who.int.

Age-friendly World
adding life to years