

# Berwyn:

The Age  
Friendly Plan

By Samantha Kearney

# Executive Summary

Berwyn prides itself on being the "City of Homes" yet it lacks official senior housing. Even so, housing for seniors is available in Berwyn in other forms, especially bungalows.

Bungalows have space for all primary rooms (bedrooms, living rooms, kitchens, dining rooms, and bathrooms) on one level... which is senior friendly provided that seniors can get to that level. **The Age Friendly Plan** identifies Berwyn's existing resources that can be upgraded or better promoted to improve the quality of life of Berwyn's seniors.

**Retrofitting bungalows** is one powerful way to achieve this; ramps and electric stair-lifts may be added to improve access, interior walls may be removed to create wheelchair accessible movement pathways, houses may be rewired to improve lighting, etc. These methods enable Berwyn's current residents to age in place, the most popular choice seniors make when considering housing

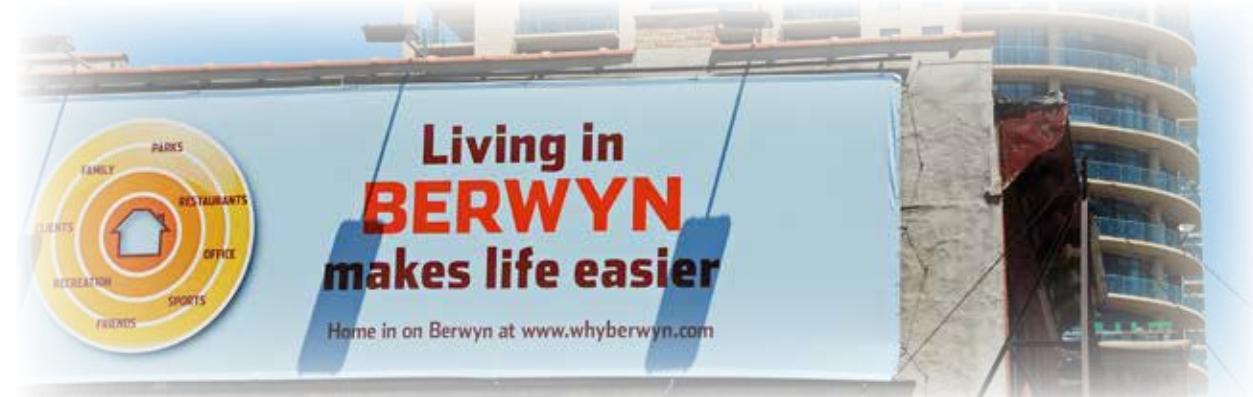
These retrofits are already supported by community development block grants, but more funds may be tapped into if historic districts were designated, which would open up tax breaks for owners who spend a certain amount on renovations. These grants and tax breaks are not for the sole benefit of seniors, they benefit everyone. Like this example, many of the proposals of the Age Friendly Plan will improve the wellbeing of many demographic groups.

**Complete streets** policies will be implemented first in the Depot District downtown and then gradually expand across the city. Complete streets benefit pedestrians, transit users, drivers, and cyclists. Managing the interaction between these modal users and the streetscape will have a strong influence on senior health and safety.

Quality lighting and ADA accessible crosswalks will prevent falls, crosswalk countdown timers will empower pedestrians



**Figure 1:** Berwyn Marketing Campaign  
[wibiti.com/images/hpmain/060/238060.jpg](http://wibiti.com/images/hpmain/060/238060.jpg)



to decide for themselves if it is safe to cross, bioswales will reduce the heat island effect and mitigate flooding, increased biking and walking will **promote public health**, and a more inviting streetscape will provide social opportunities and encourage more eyes on the street.

Social capital will be further enhanced by the addition of a **senior center** which will absorb the city's current Senior Services department and network other senior service providers including Berwyn's Park Districts, the library, YMCA, MacNeal Hospital, independent medical offices & clinics, entertainment venues, grocery delivery services, and more. It will continue to offer the city department senior service programs: handyman, snow & leaf removal, and transportation (a service that will be expanded to include renters as well as homeowners). It will provide information about health insurance, taxes, events, digital literacy, and employment & volunteering opportunities.

The senior center will be centrally located so that it can be easily accessed by public transit from people all over the city, most likely on the first floor of a **senior housing facility** that will be built within the Depot District. Previous attempts to attract a senior housing facility will be continued, bolstered by stronger tax and zoning incentives.

Other improvements include increasing access to grocery stores, greenspace, government information, and community meetings. Land use changes can be seen in Figures 2 and 3.

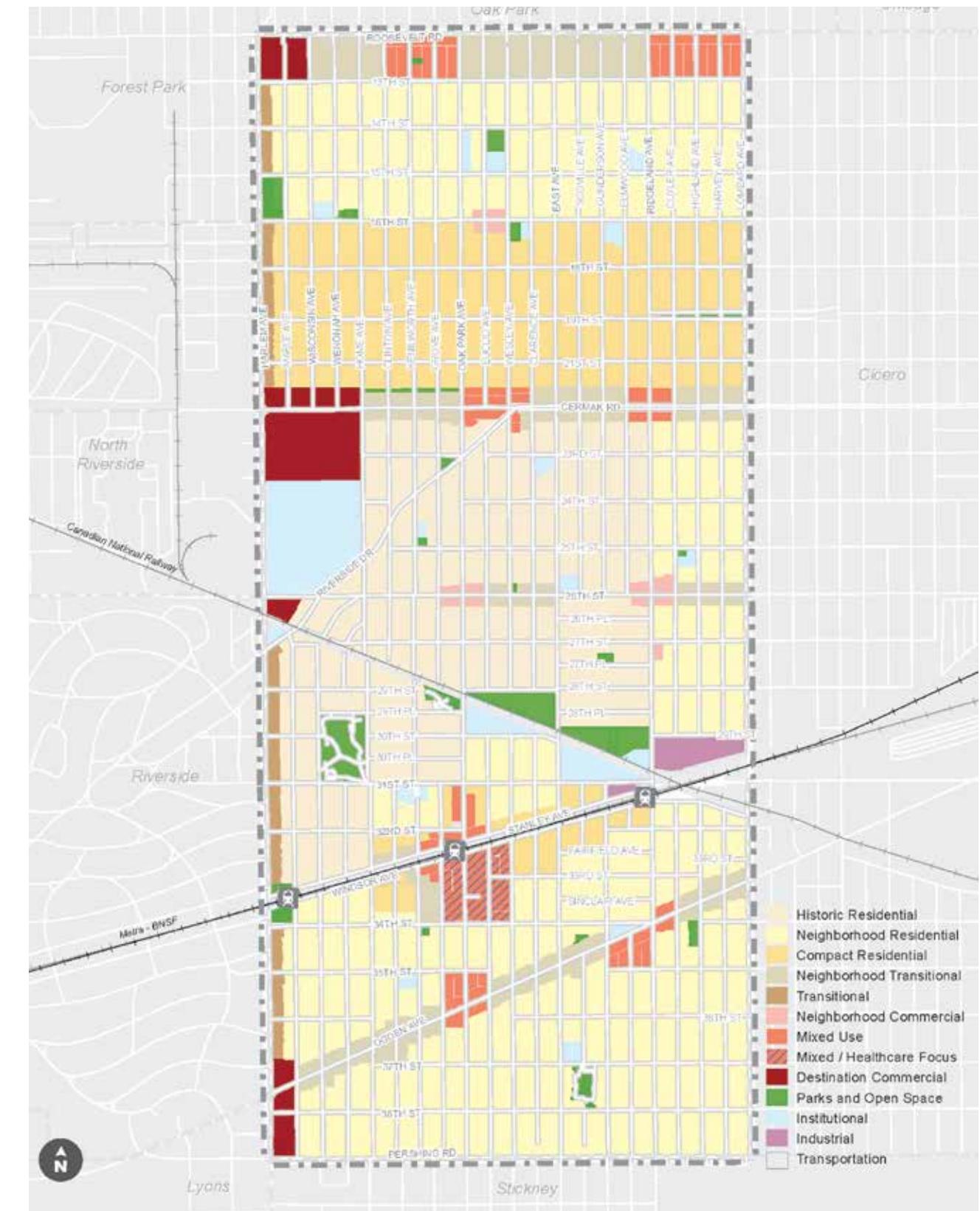
**Figure 2: Existing Land Use**

CMAP Existing Conditions Report, page 33



**Figure 3: Comprehensive Plan**

CMAP Comprehensive Plan, page 12



# Existing Conditions

## Land Use

Berwyn is a **built out** community that is primarily **single-family** residential, with under-performing commercial corridors stretching along busy streets, some of which have PACE and/or Metra service (Figure 2). A Transit Oriented Development (TOD) exists in the **Depot District**, around the Berwyn Metra stop at Oak Park Avenue. Public open space is lacking... single family houses have their own front and back yards, but there are **few parks** in the city, so opportunities for enhancing open space and therefore active lifestyles and social bonding & social bridging options should be prioritized, since seniors are easily socially isolated by loved ones moving or passing away.

## Housing Stock

The majority of Berwyn's housing stock is from before 1939, with another large portion built during the 1950s.

Year Structure Built	Quantity	Percent
Total housing units	21,105	
Built 2010 or later	0	0.0%
Built 2000 to 2009	508	2.4%
Built 1990 to 1999	211	1.0%
Built 1980 to 1989	133	0.6%
Built 1970 to 1979	1,072	5.1%
Built 1960 to 1969	1,255	5.9%
Built 1950 to 1959	3,211	15.2%
Built 1940 to 1949	1,999	9.5%
Built 1939 or earlier	12,716	60.3%

Year Householder Moved Into Unit	Quantity	Percent
Occupied housing units	18,734	
Moved in 2010 or later	3,030	16.2%
Moved in 2000 to 2009	8,152	43.5%
Moved in 1990 to 1999	3,748	20.0%
Moved in 1980 to 1989	1,762	9.4%
Moved in 1970 to 1979	958	5.1%
Moved in 1969 or earlier	1,084	5.8%

Source:  
2010-2012 American  
Community Survey

Source:  
2010-2012 American  
Community Survey

## Demographics

Berwyn is a diverse place, with a growing and significant Hispanic community. 51.1% of residents are **Spanish speakers**, and 20% of Berwyn's residents speak Spanish and speak English less than very well (2010-2012 American Community Survey[ACS]). Because of this, it is optimal for government information to be provided in Spanish as well as English.

The largest employer is MacNeal Hospital,

This is a **middle class** city. The mean household income is \$49,689, and 61.4% of residents are homeowners, while 38.6% are renters (2010-2012 ACS). Many have children.

### Households by Type

Total households	18,734	
Family households (families)	13,053	69.7%
With own children under 18	6,502	34.7%
Nonfamily households	5,681	30.3%
Householder living alone	4,650	24.8%
65 years and over	1,561	8.3%

Source: 2010-2012 American Community Survey

Nearly 10% of Berwyn's residents are **seniors who live alone** (see above), but there are 5,935 senior residents total (2010-2012 ACS), meaning that 73.7% of seniors live with others, indicating that there is a market both for senior housing and for retrofitting existing housing for intergenerational living and aging in place. 42.6% of Berwyn's senior citizens are **disabled** (2010-2012 ACS).

Berwyn's median age is actually **getting younger**, going from 33.8 in 2000 to 32.9 in 2010 (Existing Conditions Report, 20) with the influx of **new residents** (see table to the right) thanks to Berwyn's rigorous efforts to market itself throughout Chicagoland as a great place to live (Figure 1).

Berwyn must plan now to ensure that the city remains a great place for these new residents to live **as they get older**.

## Transportation

Berwyn is served by **PACE** buses and **Metra** commuter rail.

Most residences are within walking distance of transit stops, yet cars are the favored mode of transportation.

Many seniors become dependent on transit as they lose their **ability to drive**. Therefore, Berwyn's well connected network (both due to its easy to navigate grid system and because of its transit options) is desirable, yet it can be improved. Bus stops don't have real time **arrival information**, and most have no **bus shelters**. It can be uncomfortable and unnerving to wait an indefinite amount of time for a bus in cold and/or rainy weather or later at night, assuming one can reach a bus stop at all, as some seniors are frail enough to have a limited walking range.

The single use zoning in Berwyn makes the city **less walkable**, so that a vehicle is necessary for errands (no large grocery store is located within Berwyn, though there are some corner stores). Transit lines are also less viable when the areas they run through are less densely populated. It is notable that as an inner ring suburb of Chicago, Berwyn has been built out with enough density to support the transit network it has, but if the city were to add more multi-family housing it would also be able to support additional buses.

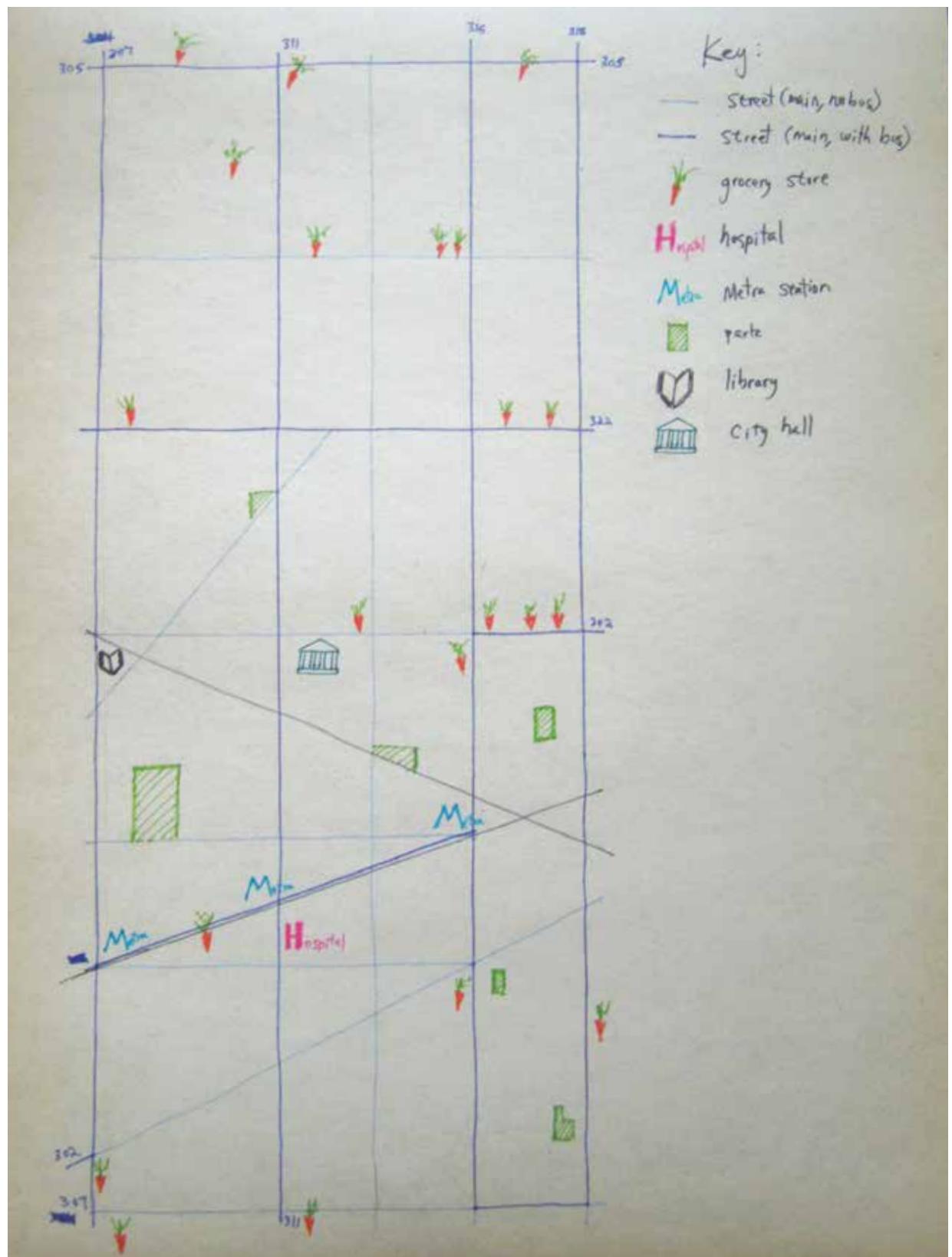
Most places are within walking distance of a bus line, but getting from one place to another may involve several transfers. Alternately, there is a park and ride component to the Metra stops, so some people take a **hybrid of modes**.

Despite the current dominance of cars in Berwyn, progressive transportation methods are planned, including a **complete streets ordinance** to promote the needs and interests of pedestrians, transit riders, and cyclists. An Active Transportation Alliance plan also identifies streets for biking.

The Illinois Department of Aging offers lower income seniors **discounts** on license places and **free RTA rides** (PACE).

**Figure 4:** Existing Transportation and Common Destinations

Handdrawn Map



## Housing

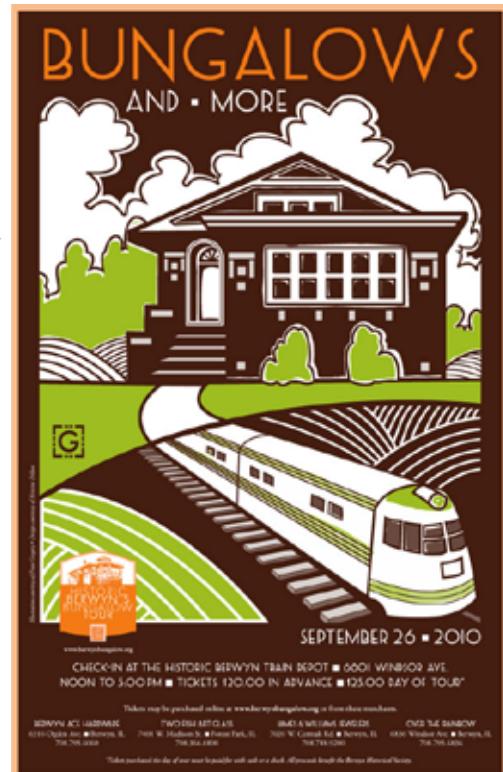
One of the reasons why Berwyn is a noteworthy city/ inner ring suburb is because of its extensive bungalow housing stock. This is a source of local pride (Figure 5); few symbols epitomize the **American Dream** of all Americans owning their own home like the middle class single-family bungalow.

The Age Friendly Plan capitalizes on this theme of housing for all, and on the city's existing resources by identifying strategies for retrofitting the homes (often bungalows) that have potential for **aging in place**.

With their living spaces mostly on a single floor (Figure 6), once past exterior stairs, one can move unencumbered (depending on width of hallways) in a bungalow.

Currently there is a **Community Development Block Grant** (CDBG) renovation program that assists Berwyn's low and moderate income homeowners with the cost of structural improvements. The program emphasizes 1st floor and critical structural enhancements, not finishing basements or second floor/ attics. This program is unintentionally aging in place friendly. Many people have used CDBGs for ramps or stairlifts in addition to upgrading foundations & roofs, HVAC systems, insulation, lead paint, and tuckpointing.

**Figure 5:** Bungalow Tour,  
[berwynhistoricalsociedad.org](http://berwynhistoricalsociedad.org)



**Figure 6:** Bungalow Floorplan,  
[www.familyhomeplans.com](http://www.familyhomeplans.com)



Unfortunately, CDBGs are dwindling. Berwyn receives less funding each year from HUD. The amount is around \$1,000,000 currently (2012 Annual Action Plan, 28), and these grants are spent on other causes too, so other cost alleviation strategies are necessary.

One method would be to establish a **historic district** (Figure 3), and once this is done buildings within these boundaries will be eligible for the **Property Tax Assessment Freeze** program. This program ensures that property taxes will not increase for the following eight years, and the next four years taxes will gradually rise to match the true assessed value. Properties may trigger this program by being within a historic district and spending at least 25% of their assessed value on renovations.

The **median value** of a Berwyn house between 2010 and 2012 was \$180,900 (2010-2012 ACS), meaning a renovation project of \$45,225 would entitle that house to twelve years of tax breaks. Berwyn's Community Development Department has a goal of helping 52 housing units between 2013 and 2017, and has allocated \$1,530,000 (Consolidated Plan and 2013 Action Plan, 104), which would leave an average of \$29,423 per house assisted, leaving just \$15,802 for the median homeowner to need to pay to qualify for the tax freeze. More realistically, these numbers would be much less, since the CDBGs are more likely to go to lower income homeowners than to middle income homeowners (who may achieve the tax credit requirements on their own).

In the future where will the young people who are moving in now live? For those who do not have the resources to retrofit where they live to age in place, moving to a different municipality is necessary to find senior housing, or they may search for apartments or condos in the area.

There is **no senior housing** in Berwyn currently. Those who decide to move may move away from the community they've lived so much of their lives in. To avoid this, a **variety of housing types** should be encouraged, and they would even provide a broader tax base.

## Senior Services

The Senior Services department is hard working and accomplishes a good deal, however, it is not perfect. Located in the basement of City Hall with no elevator, its centrally located offices are not wheelchair accessible.

Its **outreach** efforts are minimal, relying instead on word of mouth to alert citizens to their services. Notification of Senior Services also goes out with the first water bill homeowners receive, but homeowners just moving in may have many other concerns at the forefront of their minds and are generally a much younger demographic. Even with their limited direct outreach, staff member Mary Depcik says it is very unusual for a qualifying senior to not have heard of Berwyn's services, but still, could better market themselves especially by providing services in English and in Spanish (some but not all of their forms are **bilingual**).

Forms can be printed from the internet or picked up at places frequented by seniors (library, doctors offices, hospital, city hall, YMCA, Pillars, and other nonprofit organizations) and then mailed to the Senior Service Department to request the following services:

- **Transportation**

- \$1.00 rides, call at least a day before to schedule. (Cicero offers this to their citizens for free)
- Most rides are to grocery stores and doctors offices. Qualifications: 60+ or disabled.
- Rides must be scheduled at least one day in advance.

- **Snow & leaf removal, grass cutting**

- \$5 per visit for leaf and grass, every other week.
- \$5 for snow removal as necessary.

- **Handyman services**

Up to three hours of single unit housework help, often used for replacing lightbulbs, replacing smoke detectors, help with appliances, and other small projects. It costs \$10 and participants must pay for all supplies, although the handyman may go to the hardware store to pick up the required materials during the clocked hours.

Número De personas que viven en casa  
en casa: \_\_\_\_\_  
Firma: \_\_\_\_\_

Fecha: \_\_\_\_ / \_\_\_\_  
\_\_\_\_ He incluido verificación de ingreso  
\_\_\_\_ Yo declaro que no hay ninguna  
persona menor de 65 años capaz de realizar  
trabajo en mi hogar



To qualify for the second two services, one must be low income, over 65, living on a standard single family lot, and not living with an able bodied person under 65.

Citizens contact Senior Services through two administrators, generally by telephone. There are 11 drivers and one handyman, and they serve 700 people who have signed up for senior services (Depcek interview).

Senior Services hosts one event a year before Thanksgiving at which the mayor attends and food is served, but other events are promoted throughout the year by the Senior Services **calendar**, which is mailed to everyone who signs up with senior services along with the Senior Services **newsletter**. Promoted events are at the YMCA, park districts, library, and local businesses (Depcek interview).

Senior Services also directs people to **Solutions for Care**, a NPO located in North Riverside that serves seniors in many surrounding suburbs by offering assistance with obtaining free PACE passes, legal help, meals on wheels, home care, and health insurance. They do not directly provide these services, but they are an effective networking service for the broader suburban region. This model could be implemented more locally by Berwyn's Senior Services Department if it had more resources.

Since there is no senior center and no senior housing, senior events are dispersed, and sometimes held in locations that are not centrally located, like the library, located on Harlem, which borders Berwyn and Riverside.

**Figure 7:**  
Spanish Senior Services Form,  
[www.berwyn-il.gov/  
Initiatives/Senior-Services.aspx](http://www.berwyn-il.gov/Initiatives/Senior-Services.aspx)

# Recommendations

## Senior Center & Senior Housing

A senior housing center will be located in the Depot District. It will also house the senior center and Senior Services Department, and will be both wheelchair accessible and **centrally located**.

**Figure 8:** Locations for Future Senior Housing  
Berwyn Senior Housing Study, 2



The senior housing will be in a dense transit rich neighborhood (Figure 8) with many amenities: grocery stores, drugstores, hospital & clinics, and a pedestrian path along Metra rail for walking (Figures 3 and 4). Focusing a center of activity in the Depot District by having a community of seniors will cement a **senior friendly culture** in Berwyn, one that also welcomes those who choose to age in place elsewhere in the city but can also join in on events hosted by the senior center and the senior housing complex, thereby dramatically improving the opportunities for **social bonding**.

**Attracting senior housing** was listed as a priority in both Berwyn's Comprehensive Plan and in Berwyn's Senior Housing Study. Senior Housing moving into Berwyn is also a key goal for this Age Friendly Plan.

Funding to encourage a senior housing complex to move to one of the two above locations will come from HUD, IHDA,

and low income housing tax breaks. Previous requests for proposals using the aforementioned funding options have fallen through because of these locations' high assessed property values (Pozsgay interview). To overcome this, zoning **incentives** to increase height allowances could be used to ensure that enough units could be constructed to ensure profitability through an increased number of rental units. The senior housing structure may also be **mixed use**, allowing for commercial tenants (a corner grocery store or hair salon could thrive in such a complex) to contribute rent as well,

Another amenity that the senior housing / new senior center would offer would be a computer lab. According to Mary Depcik, the Senior Services Department Coordinator, the **digital divide** is very real for senior citizens, many of whom are disadvantaged for two reasons: seniors are slow learners of new technology, and only some seniors have computers in their homes. Many rely on their children and grandchildren to help them use computers, while others go to the library (which is not centrally located) to use computers. The library has computer training programs, which is important because in an era when information is shared online primarily those who can't keep up will be left behind.

The senior center's **computer lab** will provide lessons so seniors can learn to send emails, bank online, read the news, and interact with the government. Perhaps most importantly, they will learn how to perform job searches, because employment continues to be a driving factor in seniors lives even after the official age of retirement, and since most jobs are posted online this can be a form of unintentional discrimination.

The **senior center** cannot exist without **senior housing**. The city is unlikely to take the initiative or invest additional funds on its own to make this happen (Pozsgay interview). Senior housing is therefore a priority not only for introducing greater housing variety to "The City of Homes" but also for providing a social and educational space for senior citizens throughout Berwyn.

## Synergy Between Existing Resources

The Senior Services Department will relocate to the senior center in the senior housing complex. It will continue to offer its multitude of services, but do so in enhanced ways.

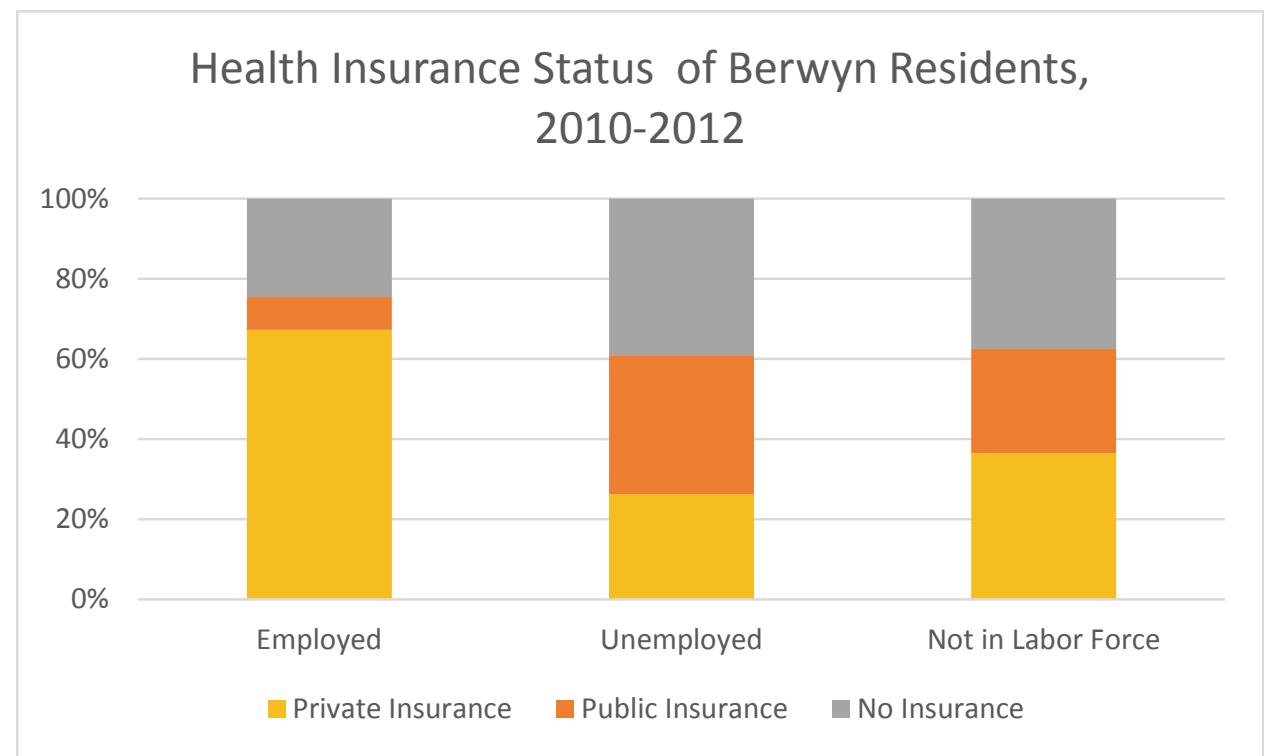
Senior Services will:

- compile a **network** the senior-relevant non-profit organizations, doctors, lawyers, clinics, etc.
- **publicize upcoming events** that might interest seniors, or be tailored for seniors (like senior bingo, matinee showings at theaters, or book club meetings).
- be a **one stop resource** - not just a referral service, that coordinates synergy of services and resources to support a higher quality of life for Berwyn's seniors.
  - assistance not only with taxes but in applying for health insurance and for grants such as the CDBG and the Property Tax Assessment Freeze.
- Provide information in **many formats**.
  - English and Spanish.
  - on websites, in e-newsletters, paper newsletters, over the phone, and in brochures.
- coordinate **volunteering** efforts (both for seniors to do and for younger people to interact with seniors).
- **explain healthcare** options.
  - help understand difference between plans, especially in the context of the new Affordable Care Act.
  - help seniors apply for plans.
  - help navigate bureaucratic red tape.
  - medicare & medicaid assistance.
  - keep an up-to-date list of doctors offices, clinics, and their areas of specialization.

To achieve this, one person must be hired part time to manage community outreach and event promotion, and one person must be hired full time to assist people in learning about and using services, selecting and applying for health insurance, and navigating bureaucracy.

## Healthcare

One expansion of the Senior Services Department's responsibilities will be to assist seniors with applying for and understanding the nuances of health insurance. The following table shows that many residents, especially those not in the labor force (which includes many seniors), are not covered.



The **Affordable Care Act**'s goal is for all Americans to have health insurance. By providing healthcare insurance application assistance, Berwyn will further the goals of the government and help MacNeal Hospital by improving the healthcare status of its seniors. The seniors will also benefit from knowing that they can make informed decisions about selecting a policy that is right for them.

## Streetscape Improvements

Berwyn has a Complete Streets Ordinance, which was adopted in November 2011. The ordinance lists traffic calming measures to improve safety for all modal users as a priority (Ordinance 11-40, 4). Traffic calming measure benefit everyone, particularly seniors.

Traffic calming measures:

- **pedestrian bumpouts** to reduce crosswalk distance and to improve visibility
- **contrasting crosswalks** using noticeable materials (brick or concrete) or international crosswalk striping
- Pedestrian **countdown timers** at traffic signals
- **longer cross times** at wide streets, Ogden and Harlem are in particular need of this (Pozsgay interview)
- **road diets** to add bike lanes, widen sidewalks, and/or narrow through lanes to design for slower speeds
- **Speed cameras** enforce speed limits and even generate revenue for the city

Other complete streets benefits:

- **full spectrum lighting**
  - quality is better, shows colors truer to daylight
  - improves depth perception
  - opportunity to provide light for both street and sidewalk users
  - better lighting **reduces chance of falls**
- **bike lanes**
  - keep bikes off sidewalk, reducing conflicts with elderly pedestrians
  - promotes lifelong healthy active lifestyle, which contributes to **compression of morbidity** (a shorter period of profound illness near the end of one's life)
  - promotes **walkability**, again encouraging fitness & health
  - Emergency vehicle and bus **signal priority**, signaled intersections favor these vehicles, making their trips more reliable
  - more street users means more **eyes on the street**, leading to safer conditions
  - furniture & landscaping creates **greenspace**; providing public space, but without needing as much area as parks

**Figure 9:** Rendering of Roosevelt Road Complete Street Project  
[www.rooseveltroad.com/](http://www.rooseveltroad.com/)



These complete streets methods will be implemented across the city as infrastructure ages and needs replacing, however, the Age Friendly Plan advises that these policies be quickly deployed within the Depot District, especially near the senior housing complex, as a way to demonstrate the effectiveness of Complete Streets and to influence a culture of acceptance for these changes throughout Berwyn, while providing immediate help for seniors.

Congestion Mitigation and Air Quality (**CMAQ**) funds will be applied for to offset the city's costs for these upgrades.

## Public Transportation:

Public transit use will be improved by adding **bus shelters** to bus stops. In places where the sidewalk is too narrow the bus shelters can be cantilevered to reduce their footprint. The shelters will also provide **realtime arrival information** so seniors will have a better understanding of how long they must wait (as seniors are less likely to use bus tracker phone apps), and their wait will be more comfortable.

**System maps** for Berwyn will be provided on the city's website, in brochures provided by Senior Services, and in the bus shelters themselves so travelers will know about routes and transfer points.

# Conclusion

By ensuring that there is enough housing variety for Berwyn's recent influx of residents to live in, the city will live up to its motto of "The City of Homes" and have another reason to appreciate the practicality and flexibility of bungalows.

Berwyn will also ensure that the independence and quality of life of its seniors improves by creating a senior center which will reduce social isolation and house a reinvigorated Senior Services Department capable not only of providing transportation, tax assistance, and home maintenance, but also work as an ally in selecting healthcare and discovering the many senior resources in the region.

Berwyn will improve the quality of life of all of its residents by promoting complete streets and making transit easier and more pleasant to use.

The following pages show the present and future conditions in Berwyn as categorized in the World Health Organization (WHO) [Checklist for Age Friendly Communities](#). Each category is scored from a 0 to a 3, with 0 being the worst and 3 the best. The existing conditions were scored by Kurtis Pozsgay, a Planner at the Berwyn Development Corporation, and the next column shows what it will score after the Age Friendly Plan is implemented and was scored by this plan's author, which shows that Berwyn will qualify for the WHO's classification. The final column identifies what specific element of the plan contributes to the changed condition.

By promoting vibrant walkable neighborhoods, active lifestyles, civic and community engagement, and lifelong learning, the Age Friendly Plan has [perks for all ages](#), but will have a [profound effect for Berwyn's senior citizens](#).



# Appendix

## World Health Organization Checklist For Age Friendly Communities

	Now	Planned	Changes
Total Grade	76%	97%	
Outdoor spaces and buildings	75%	94%	
Public areas are clean and pleasant.	3	3	
Green spaces and outdoor seating are sufficient in number, well-maintained and safe.	2	3	complete streets
Pavements are well-maintained, free of obstructions and reserved for pedestrians.	3	3	
Pavements are non-slip, are wide enough for wheelchairs and have dropped curbs to road level.	3	3	complete streets
Pedestrian crossings are sufficient in number and safe for people with different levels and types of disability, with nonslip markings, visual and audio cues and adequate crossing times.	2	3	complete streets, countdown crossing
Drivers give way to pedestrians at intersections and pedestrian crossings.	2	3	complete streets
Cycle paths are separate from pavements and other pedestrian walkways.	1	3	complete streets
Outdoor safety is promoted by good street lighting, police patrols and community education.	3	3	lighting, eyes on the street
Services are situated together and are accessible.	2	3	senior center, but parks remain scattered
Special customer service arrangements are provided, such as separate queues or service counters for older people.	2	2	
Buildings are well-signed outside and inside, with sufficient seating and toilets, accessible elevators, ramps, railings and stairs, and non-slip floors.	2	3	Renovation programs, tax breaks
Public toilets outdoors and indoors are sufficient in number, clean, well maintained and accessible.	2	2	

<b>Transportation</b>	84%	96%	
Public transportation costs are consistent, clearly displayed and affordable.	2	3	Transportation Help @ Senior Services
Public transportation is reliable and frequent, including at night and on weekends and holidays.	3	3	
All areas and services are accessible by public transit, with good transfers and well-marked routes & vehicles.	3	3	
Vehicles are clean, well-maintained, accessible, not overcrowded and have priority seating that is respected.	3	3	
Specialized transportation is available for disabled people.	3	3	
Drivers stop at designated stops and beside the curb to facilitate boarding and wait for passengers to be seated before driving off.	3	3	
Transport stops and stations are conveniently located, accessible, safe, clean, well lit and well-marked, with adequate seating and shelter.	2	3	improved bus stop: lighting, shelters, signage, benches
Complete and accessible information is provided to users about routes, schedules and special needs facilities.	2	3	Bus stop signage, brochures
Voluntary transport service is available where public transit is limited.	2	3	supplemented by better transit
Taxis are accessible and affordable, and drivers are courteous and helpful.	2	2	
<hr/>			
Roads are well-maintained, with covered drains and good lighting.	3	3	
Traffic flow is well-regulated.	3	3	
Roadways are free of obstructions that block drivers' vision.	3	3	
Traffic signs and intersections are visible and well-placed.	3	3	
Driver education and refresher courses are promoted for all drivers.	2	2	
Parking and drop-off areas are safe, sufficient in number and conveniently located.	2	3	complete streets
Priority parking and drop-off spots for people with special needs are available and respected.	2	3	complete streets
<b>Housing</b>	86%	100%	
Sufficient, affordable housing is available in areas that are safe and close to services and the rest of the community.	2	3	quantity, variety
Sufficient and affordable home maintenance and support services are available.	3	3	
Housing is well-constructed & provides safe & comfortable shelter from weather.	3	3	
Interior spaces and level surfaces allow freedom of movement in all rooms and passageways.	2	3	Retrofit programs
Home modification options & supplies are available and affordable, and providers understand the needs of older people.	3	3	
Public and commercial rental housing is clean, well-maintained and safe.	3	3	
Sufficient & affordable housing for frail & disabled older people, with appropriate services, is provided locally.	2	3	Senior Housing

Social participation	75%	100%	
Venues for events and activities are conveniently located, accessible, well-lit and easily reached by public transport.	3	3	
Events are held at times convenient for older people.	3	3	
Activities and events can be attended alone or with a companion.	3	3	
Activities and attractions are affordable, with no hidden or additional participation costs.	3	3	
Good information about activities and events is provided, including details about accessibility of facilities and transportation options for older people.	1	3	Website Calendar, large typeface
A variety of activities appeals to a diverse population of seniors.	2	3	More events, more topics
Gatherings including older people are held in various local community spots, such as recreation centers, schools, libraries, community centers and parks.	2	3	more outreach, more 3rd places
There is consistent outreach to include people at risk of social isolation.	1	3	more outreach, more info
Respect and social inclusion	74%	96%	
Older people are regularly consulted by public, voluntary and commercial services on how to serve them better.	1	3	Senior Center advocacy
Services and products to suit varying needs and preferences are provided by public and commercial services.	2	3	retail revived by complete streets
Service staff are courteous and helpful.	3	3	
Older people are visible in the media, and are depicted positively and without stereotyping.	2	2	
Community-wide settings, activities and events attract all generations by accommodating age-specific needs and preferences.	3	3	
Older people are specifically included in community activities for "families".	3	3	
Schools provide opportunities to learn about aging and older people, and involve older people in school activities.	1	3	school volunteering
Older people are recognized by the community for their past as well as their present contributions.	3	3	outreach, senior volunteering
Older people who are less well-off have good access to public, voluntary and private services.	2	3	computer access, transit, maintenance
Civic participation and employment	54%	96%	
A range of flexible options for older volunteers is available, with training, recognition, guidance and compensation for personal costs.	1	3	senior center
The qualities of older employees are well promoted.	1	2	employment center
A range of flexible and appropriately paid opportunities for older people to work is promoted.	1	3	senior center
Discrimination on the basis of age alone is forbidden in the hiring, retention, promotion and training of employees.	3	3	
Workplaces are adapted to meet the needs of disabled people.	2	3	retrofit programs
Self-employment options for older people are promoted and supported.	1	3	senior center, city business initiative
Training in post-retirement options is provided for older workers.	1	3	senior center
Decision-making bodies in public, private and voluntary sectors encourage and facilitate membership of older people.	3	3	

Communication and information	76%	94%	
A basic, effective communication system reaches community residents of all ages.			websites improved, computer literacy, mailings
Regular and widespread distribution of information is assured and a coordinated, centralized access is provided.	2	3	
Regular information and broadcasts of interest to older people are offered.	3	3	
Oral communication accessible to older people is promoted.	2	3	mailings, senior center, senior event calendar promote senior services hotline
People at risk of social isolation get one-on-one information from trusted individuals.	2	3	senior center outreach
Public and commercial services provide friendly, person-to-person service on request.	3	3	senior services
Printed information - including official forms, television captions and text on visual displays - has large lettering and the main ideas are shown by clear headings and bold-face type.	2	3	redesign forms
Print and spoken communication uses simple, familiar words in short, straightforward sentences.	2	3	redesign forms
Telephone answering services give instructions slowly and clearly and tell callers how to repeat the message at any time.	2	2	
Electronic equipment, such as mobile telephones, radios, televisions, and bank and ticket machines, has large buttons and big lettering.	2	2	
There is wide public access to computers and the Internet, at no or minimal charge, in public places such as government offices, community centres and libraries.	3	3	

Community and health services	83%	97%	
An adequate range of health and community support services is offered for promoting, maintaining and restoring health.	3	3	
Home care services include health and personal care and housekeeping.	3	3	
Health and social services are conveniently located and accessible by all means of transport.	3	3	
Residential care facilities and designated older people's housing are located close to services and the rest of the community.	2	3	more senior housing, well located
Health and community service facilities are safely constructed and fully accessible.	2	3	tax credits
Clear and accessible information is provided about health and social services for older people.	2	3	promote
Delivery of services is coordinated and administratively simple.	3	3	
All staff are respectful, helpful and trained to serve older people.	3	3	
Economic barriers impeding access to health and community support services are minimized.	2	3	senior services
Voluntary services by people of all ages are encouraged and supported.	2	3	senior center index
There are sufficient and accessible burial sites.	2	2	
Community emergency planning takes into account the vulnerabilities and capacities of older people.	3	3	

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