



# Dublin City Council Age Friendly Charter

This **Age Friendly Charter** is a statement of Dublin City Council's commitment to make Dublin City a great place to grow old, where everyone is valued and respected, and it is a reminder of the services that older people can expect from Dublin City Council.

In fulfilling this pledge Dublin City will work in co-operation with older people as well as the statutory, voluntary, academic and private sectors.

This charter will be reviewed on an on-going basis in line with reviews of the Age Friendly Strategy and Action plans.

We have listed the ways in which we will ensure that older people continue to enjoy life as they age, by improving our service delivery under the following nine themes that underpin the **Dublin City Age Friendly Strategy 2014–2019**:

## Information

Provide older people with good, easy to understand information, about relevant services, in both printed and on-line formats in places that they visit regularly.

Find ways to provide information to isolated older people who have difficulty in leaving their homes.

## Home & Community

Provide older people with attractive alternatives to existing sheltered accommodation and nursing homes and provide the supports that allow older people to remain living in their homes and communities.

Make good use of resources that are based in local communities to support older people.

Ensure that our public services are accessible to all age groups including our older citizens.

## Social, Economic & Political Life

Support the Older Person's Councils to ensure that older citizens can influence the decisions which affect their lives.

Support and link older citizens into social and friendship opportunities within their communities.

## Learn, Develop & Work

Support the provision of training and employment opportunities that enable older people to live full and active lives.

Support the development of volunteering opportunities to use the talent and experience of older people in the City.

## Value & Respect

Recognise the diversity of older citizens and their ability to continue contributing to their communities.

Ensure that our staff treat older customers with respect, tolerance and compassion.

## Healthy & Active Living

Provide older people with facilities and opportunities to continue to engage in sport and active living.

## Outdoor Space & Buildings

Ensure that the needs of older people are considered when designing and maintaining outdoor spaces and buildings.

Provide adequate seating, level footpaths and ensure that the main causes of falls for older people are addressed.

## Safety

Work with An Garda Síochána to deliver safety awareness education programmes for older people in their communities.

Encourage our frontline staff to be alert to changes in people's wellbeing and respond effectively.

## Transport

Work with public transport providers to address the gaps in public transport which affect older people.

Ensure that the timings of pedestrian crossings are sufficient to allow older people to cross our streets with ease.