



# USER GUIDE

## Education Web App for Age-friendly cities



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# Index

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<b>Introduction .....</b>	<b>3</b>
<b>Web-app tool .....</b>	<b>3</b>
<b>Target groups.....</b>	<b>4</b>
<b>Contents.....</b>	<b>4</b>
Module 1 – Built and smart environments.....	5
Module 2 – Social participation.....	5
Module 3 - Social inclusion and cooperation .....	5
Module 4 - Employment and civic engagement.....	5
Module 5 - Community support and communication.....	5
Modules contents .....	6
<b>Structure .....</b>	<b>6</b>
<b>How to access.....</b>	<b>8</b>
<b>How to navigate the web-app .....</b>	<b>8</b>
The AFC virtual assistant .....	11
<b>Annex – Detailed structure .....</b>	<b>12</b>

# Introduction

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According to the learning outcomes described in the [training curriculum](#) for the new figure of "Reference professional for inclusive ageing in age-friendly cities" through the Age Friendly Toolkit project an Open Educational Resource<sup>1</sup> was developed to provide specific knowledge, skills and competences in the development of age-friendly environments in the context of longevity and demographic transition in European countries.

The main objective is to provide a set of educational resources to be implemented in VET programs for the development of age-friendly cities in participating countries. People attending this VET training program, would be able to identify the general problems and barriers to an inclusive city, recognize how they affect older people, and propose different solutions to solve the problems with an inclusive perspective.

All contents are related to the WHO indicators: Outdoor Spaces and Buildings, Transport, Housing, Social Participation, Respect and Social Inclusion, Civic Participation and Employment, Communication and Information and Community Support and Health Services.

## Web-app tool

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The web app consists of a set of open educational resources delivered through a multilingual platform, featuring both theoretical and practical training content, quizzes, and multimedia materials. The resources aim to provide a comprehensive overview of key concepts related to creating age-friendly environments and communities. However, the app does not claim to be exhaustive on every topic but rather serves as a supportive tool tailored for a variety of profiles with different backgrounds. Its primary purpose is to offer relevant insights into significant aspects of age-friendly initiatives, while providing users with the flexibility to explore supplementary materials for deeper learning. The app also includes interactive features, such as self-assessments with short feedback, to encourage active engagement and self-directed learning. Designed for on-the-job training, it offers practical content that helps users address day-to-day challenges in creating inclusive, age-friendly settings. The tool and its contents are available in English, Spanish, Italian, Dutch and Danish and the web-app is usable and accessible from any digital device, such as PCs, smartphones and tablets.

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<sup>1</sup> This project keeps in mind the Unesco's definition of Open Educational Resources (OER) as "teaching, learning and research materials in any medium – digital or otherwise – that reside in the public domain or have been released under an open license that permits no-cost access, use, adaptation and redistribution by others with no or limited restrictions (Unesco, 2012)." <https://en.unesco.org/themes/building-knowledge-societies/oer>

# Target groups

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In relation to target groups, the training curriculum considers the following profiles:

- VET providers: a school, institute, or other organisation providing vocational education and training that offer a combination of school-based learning and a strong work-based component (work placements);
- Healthcare professionals and social services at local level;
- Municipalities working on the implementation of an age-friendly cities strategy;
- Older people's organisations and NGOs working on age-friendly environments and inclusive communities;
- Volunteers in municipalities and social organisations;
- Technical professions (e.g. urban planners).



# Contents

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Learning contents are organised and provide theoretical contents and local/national really innovative and tailor made (on local/national context) practical case around the topic of each training modules (also piloting experiences). In order to provide concrete inputs to create age-friendly cities, the training materials are as practical as possible and for each topic offer good practices that are truly innovative and experimental in the field of age friendly cities. During development, have been selected several case studies among good<sup>2</sup>/promising/best<sup>3</sup> practices consistent with the objectives of the project to report on current relevant policies and guidelines from relevant institutions or existing initiatives at local, national and European levels. In order to support a comprehensive and common understanding of the various terms

<sup>2</sup> [https://ec.europa.eu/migrant-integration/page/what-are-good-practices\\_en](https://ec.europa.eu/migrant-integration/page/what-are-good-practices_en)

<sup>3</sup> <https://www.homelesshub.ca/solutions/best-promising-and-emerging-practices>



## AGE FRIENDLY TOOLKIT

and concepts that will be encountered in the web-app, the origin of the concept and its importance in relation to facilitating ageing in place will be clarified and cross-cutting themes, essential for understanding, promoting and developing age-friendly cities and communities, will be introduced.

The educational contents are organised into the following 5 modules, divided into 3 units each one:

### Module 1 – Built and smart environments

Module 1 addresses the importance of designing and implementing smart built environments to promote quality living, especially for older people. Integrating aspects of accessibility, safety, sustainability and technology allows us to build spaces that not only meet physical needs, but also promote autonomy, social inclusion and wellbeing. With a conscious and respectful approach to different needs, it is possible to contribute to creating resilient and welcoming communities for all generations.

### Module 2 – Social participation

Module 2 aims to provide an overview of social participation, with particular reference to the involvement of the community and its members in the design and implementation of new age-friendly policies. To this end, it is essential to analyse the different needs and to offer participation activities and tools adapted to the target groups. In this sense, the involvement of older people in active and participatory ageing is the key aspect of this module, which will also deal with lifelong learning and various activities to raise awareness and involve different stakeholders in this common goal.

### Module 3 - Social inclusion and cooperation

Module 3 deepens the theme of social inclusion by referring it to the active participation and involvement of older people in the social, cultural, economic, and political life of their communities. It is essential for combating social isolation and loneliness, which are common problems among older people, particularly those with limited mobility or social networks. It also enables older people to remain connected to their communities and maintain a sense of purpose and dignity in their later years.

### Module 4 - Employment and civic engagement

Module 4 talks about a range of flexible options for older adults to continue to contribute to their communities, through paid employment or voluntary work if they so choose, and to be engaged in the political process.

### Module 5 - Community support and communication

Module 5 provides with basic information to help you create an inclusive and supportive community for older citizens, including those living with dementia or other neural diseases



## AGE FRIENDLY TOOLKIT

affecting cognitive function. This module focuses on understanding ageing, effective communication, and support strategies, and it will explore essential elements of accessible and affordable care services for older people.

### Modules contents

The modules are divided into units, each addressing specific topics, with three core units per module, by combining the theoretical knowledge with practical applications and helping learners not only understand key concepts but also draw inspiration to apply them in real-life situations. For each unit, materials such as PPT presentations are included to present the theory and significant case studies on the topic, enriched by specific components to deepen understanding and encourage active participation, such as:

- **Quizzes** enable learners to check their understanding and reinforce the theoretical concepts, offering different question formats such as true/false, multiple choice, and multi-select, with feedback provided for each response to support the learning process.
- **Multimedia resources**, like videos or podcasts, are integrated to enhance the learning experience and share in an interactive way specific methods or tools, real-world case studies and best practices.
- **Case studies** featuring good practices are included to show how these concepts are applied in real-world settings, while multimedia resources like videos or podcasts serve to further engage learners and deepen their understanding.
- **Practical exercises** are designed to help learners apply the knowledge they've gained by working on concrete projects. These exercises are intended to support in-person training sessions, offering real-life contexts and helping learners to apply their knowledge through concrete projects, fostering skills development in real-life contexts.

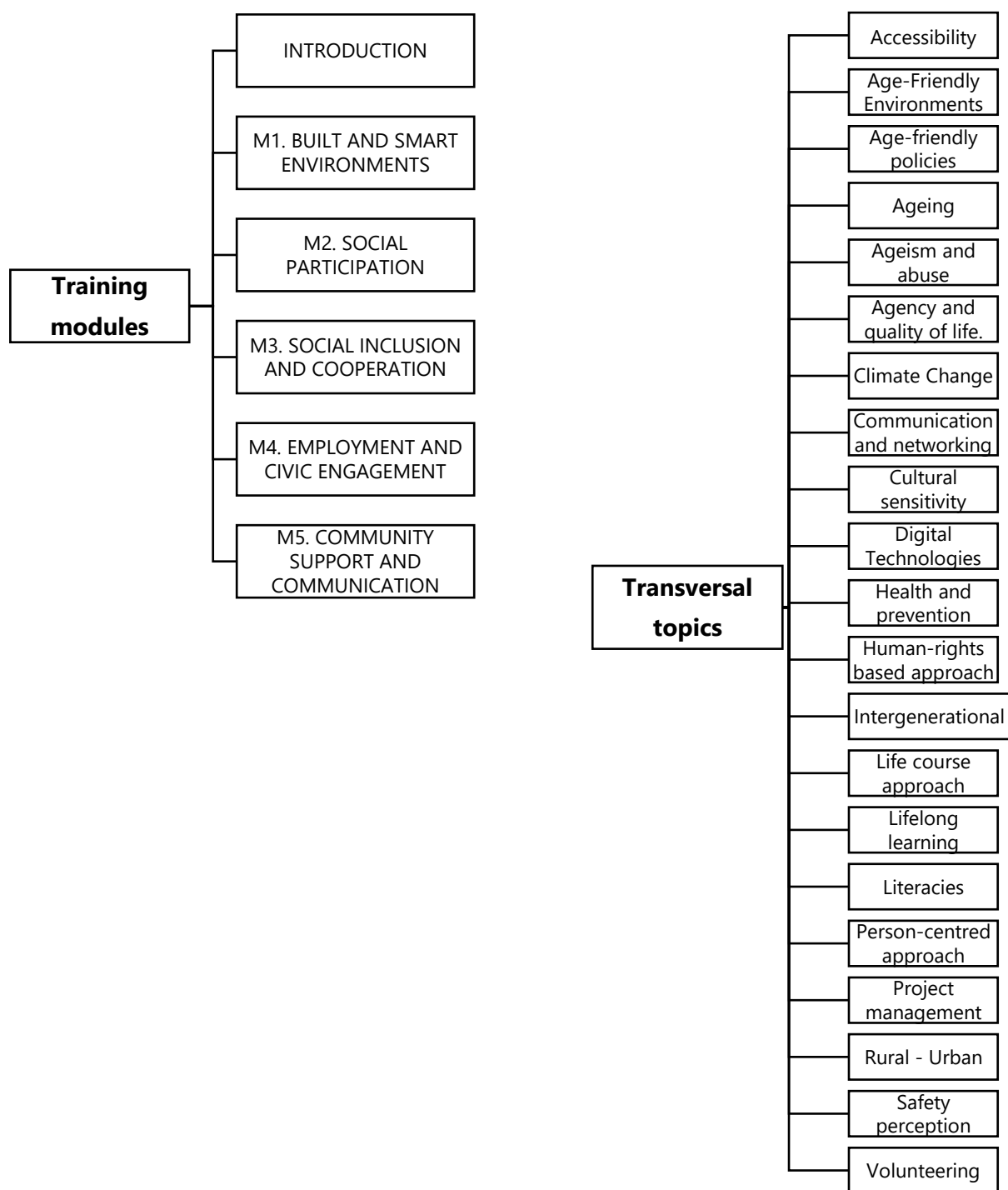
## Structure

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The Age-Friendly City web-app is an introductory and informative pathway that aims to provide an overview of the development of age-friendly communities through 5 training modules, 15 learning units, several case studies and other learning resources. Training materials are accessible online and can be downloaded in PDF format from the project website [www.afctoolkit.eu/results/](http://www.afctoolkit.eu/results/), with links to videos and relevant documents.

The estimated duration of the course is 30 hours: 6 hours for each learning module, including case studies, multimedia contents and self-assessment questionnaire. The tool also allows users to acquire or test their knowledge about age-friendly environments thanks to the 21 cross-cutting themes. These transversal topics are specific concepts and definitions created to support learning, and whenever a cross-cutting theme is encountered in the course of the modules, a pop-up/hypertext link can be opened to view and update the concept definition.

Within the web-app, content is organised as follows



## How to access

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The web-app is available at the following link [www.training.afctoolkit.eu/](http://www.training.afctoolkit.eu/) and can be used on all digital devices, including mobile phones. The web-app is an application accessible exclusively via a web browser, not distributed through traditional app stores, such as Google Play or the Apple App Store. This type of application can be added to the Home screen of the device, creating an icon that allows quick and direct access, similar to that of native apps.

**Android** smartphones can create an icon on Home screen via the following steps:

- Launch Chrome and open the web page or site you want to save on your Home screen
- Tap the Menu button and then where it says add to Home screen.
- The icon can be moved wherever you want and the chosen site will appear, like any other app, by tapping on the link.

**iOS** smartphones can create an icon on Home screen via the following steps:

- Open the website
- At the bottom of the Safari browser, find and tap on the share icon on the menu bar (it looks like a box with an up arrow)
- From the list of share options, choose Add to Home Screen.

While operating online, the web-app is designed to offer a smooth and interactive user experience, utilising the capabilities of the browser and modern web technologies.

## How to navigate the web-app

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Once you open the main page with the course catalogue in the various language versions, just select the one you are interested in:

**Select your language from the list of the available eCourses below**

### Available courses

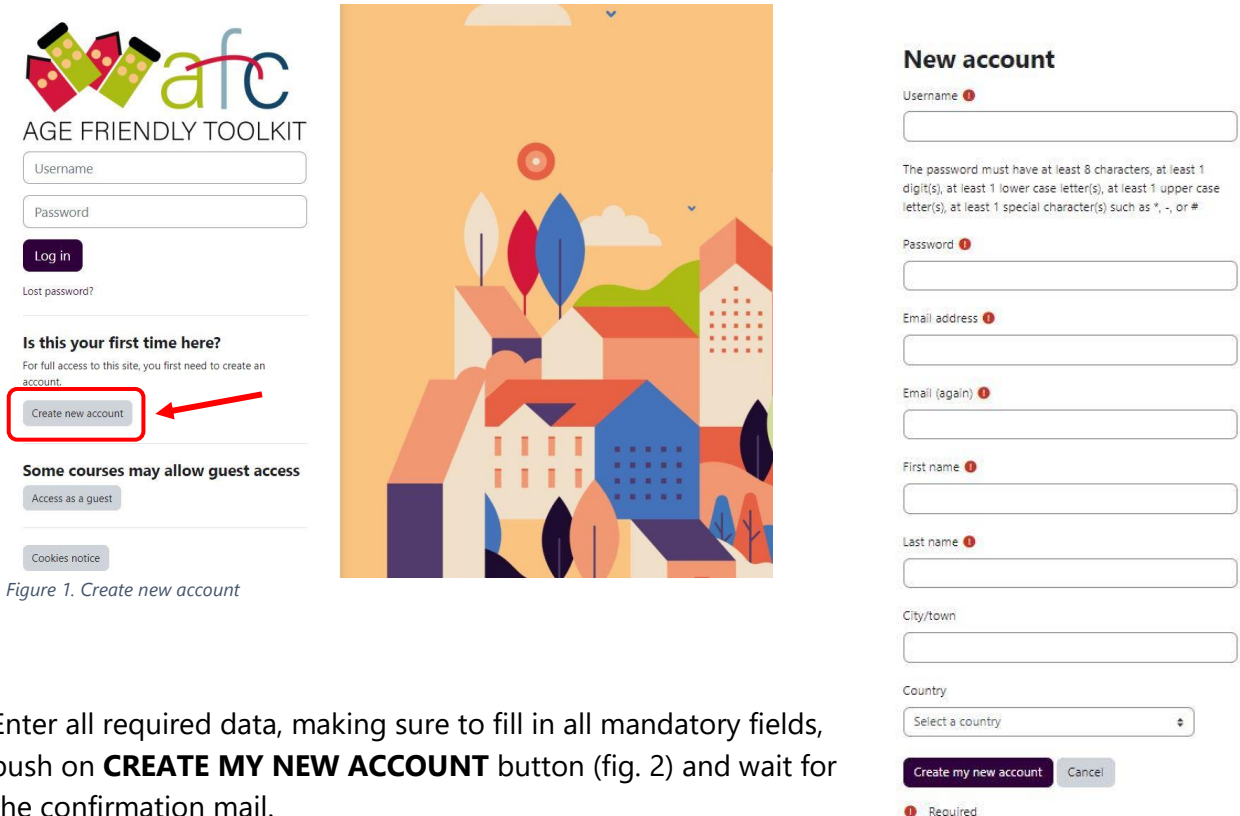
#### **An educational toolkit for the development of age-friendly cities**



A set of open educational resources through an educational app and an eLearning course.



To create a new account, click on the **CREATE NEW ACCOUNT** button (fig. 1):



**New account**

Username <sup>1</sup>

Password <sup>1</sup>

Email address <sup>1</sup>

Email (again) <sup>1</sup>

First name <sup>1</sup>

Last name <sup>1</sup>

City/town

Country

Select a country

Create my new account Cancel

<sup>1</sup> Required

Figure 1. Create new account

Enter all required data, making sure to fill in all mandatory fields, push on **CREATE MY NEW ACCOUNT** button (fig. 2) and wait for the confirmation mail.

Figure 2. Create new account

The course is mainly structured in 6 sections: the Welcome section containing the glossary with the 21 Transversal Topics and the 5 training modules and their contents. You can keep an eye on all the contents via the menu on the left



Each of the 5 modules consists of:

- a short-written introduction, in some cases accompanied by multi-media content
- list of transversal topics relevant for the learning of that module
- 3 units

Each unit has:

- a theoretical part in slides and
- practical exercises.

Additional resources such as a bibliography for further study, case studies, good practice and self-assessment exercises are available at the end of the module.

## MODULE 1 – BUILT AND SMART ENVIRONMENT

The module of Built and Smart Environments focuses on the domains of Housing, Outdoor spaces and Buildings and Transportation, the physical environments domains of the Age-Friendly Cities (AFC) flower. Housing is the physical place where an older adult lives, alone, with a partner, with children or with others. Housing has many shapes: family housing, split-level housing, apartment, and mobile homes are some examples. Outdoor spaces contain the physical infrastructure, parks, and squares. For public buildings, one could think of governmental buildings, theatres, shops, shopping malls or healthcare facilities. Transportation includes every means of going from place A to B by using a car, tram, bus, train, plane or ferry. Supportive smart solutions will be included covering technology that can support older adults in ageing in place.



### Transversal topics:

Ageing | Age-friendly policies | Health and Prevention | Age-Friendly environments | Communication and Networking | Digital Technologies | Literacies | Accessibility and Climate Change.

## Unit 1



Lesson: Why is an age-friendly built and smart environment important



Practical exercise - Evaluating Age-Friendly Housing

*In this exercise you will practise how to use the age-friendly housing framework to assess the age-friendliness of the houses within your community*

## Unit 2



Lesson: OUTDOOR SPACES AND BUILDINGS



Practical exercise - Design the perfect neighbourhood

*Exercise on defining the requirements for outdoor spaces and buildings to enable older adults to use them.*

## Unit 3



Lesson: Transportation

## Self assessment questionnaire



Quiz Module 1

## Resources



Case study: Thuis Technologie Verkenner (The Netherlands, Den Haag)



Bibliography



## AGE FRIENDLY TOOLKIT

### The AFC virtual assistant

The platform includes an AI assistant that provides support on specific topics, drawing from a comprehensive glossary built into the training curriculum. This glossary includes key concepts related to various themes such as *Ageing*, *Age-friendly Environments*, *Digital Technologies*, and more. The AI assistant helps users quickly understand these concepts by offering easy access to definitions and explanations. For example, a learner might ask, "What is the *person-centred approach* for age-friendly initiatives?" or "How does *ageism* impact elderly care?" The AI will then pull from the glossary and provide relevant information to clarify these terms, allowing learners to engage with the content more effectively. As learners progress through the modules, they can also click on hyperlinks to refresh the definitions of transversal themes like *Lifelong Learning* or *Human Rights-based Approach*, ensuring a deeper understanding of the material.

## Annex – Detailed structure

TRAINING CONTENTS	TRANSVERSAL ISSUES
<b>MODULE 1. BUILT AND SMART ENVIRONMENTS</b> <b>UNIT 1.</b> Age-friendly built and smart environment <b>Unit 2:</b> Outdoor spaces and buildings <b>Unit 3:</b> Transportation <b>Exercise. 1</b> <i>Evaluating Age-Friendly Housing</i> <b>Exercise 2.</b> <i>Design the perfect neighbourhood</i> <b>Good Practices Case.</b> The Home Technology Explorer. Municipality The Hague	<ul style="list-style-type: none"> <li>• Accessibility</li> <li>• AF environments,</li> <li>• Communication,</li> <li>• Age-friendly policies,</li> <li>• Ageing,</li> <li>• Climate Change.</li> <li>• Digital Technologies</li> <li>• Health and Prevention,</li> <li>• Literacies</li> </ul>
<b>MODULE 2. SOCIAL PARTICIPATION</b> <b>Unit 1:</b> Supportive environments for social exchange in the communities. <b>Unit 2:</b> Planning of intervention to encourage older people's social participation <b>Unit 3 –</b> Multilevel engagement <b>•Exercise 1.</b> The Community Lab: citizens participation <b>•Exercise 2.</b> Life-long learning and intergenerationally <b>•Exercise 3.</b> Photovoice, research method <b>•Good Practice case.</b> The Participatory Budget	<ul style="list-style-type: none"> <li>• Accessibility.</li> <li>• Age-friendly Policies.</li> <li>• Communication and Networking.</li> <li>• Lifelong Learning.</li> <li>• Project Management.</li> <li>• Volunteering</li> <li>• Person-centred Approach.</li> <li>• Rural - urban.</li> </ul>
<b>MODULE 3 – SOCIAL INCLUSION AND COOPERATION</b> <b>Unit 1 –</b> Combating Ageism <b>Unit 2 –</b> Promoting social inclusion within neighbourhoods. <b>Unit 3 –</b> Towards strong communities <b>•Exercise 1.</b> Ageism Awareness Campaign <b>•Exercise 2.</b> Community Mapping for Age-Friendly Neighbourhoods <b>•Exercise 3.</b> Intergenerational Interview Project	<ul style="list-style-type: none"> <li>• Age-friendly policies</li> <li>• Ageism and abuse</li> <li>• Agency and quality of life</li> <li>• Communication</li> <li>• Cultural sensitivity</li> <li>• Digital technologies</li> <li>• Health and prevention</li> <li>• Human rights-based approach</li> <li>• Intergenerational</li> <li>• Life course approach</li> <li>• Lifelong learning</li> <li>• Literacy</li> <li>• Person-centred approach</li> <li>• Volunteering</li> <li>• Rural-urban</li> </ul>



## AGE FRIENDLY TOOLKIT

<p>• <b>Good Practice case.</b> Magic me. intergenerational connections to combat social isolation.</p>	
TRAINING CONTENTS	TRANSVERSAL ISSUES
<p><b>MODULE 4. EMPLOYMENT AND CIVIC ENGAGEMENT</b></p> <p><b>Unit 1.</b> Employment and economic life of older adults.</p> <p><b>Unit 2.</b> Unpaid work and volunteering of older people.</p> <p><b>Unit 3.</b> Civic engagement of older adults.</p> <ul style="list-style-type: none"> <li>• <b>Exercise 1.</b> Proposals for the Employment Plan for the Age-Friendly City of Madrid.</li> <li>• <b>Exercise 2.</b> Implementing a Local Plan to Support Grandparents in Childcare.</li> <li>• <b>Exercise 3.</b> Stronger Together: A co-production toolkit from Ageing Better.</li> <li>• <b>Good Practice case.</b> Centre for Ageing Better: The Age Friendly Employer Pledge.</li> </ul>	<ul style="list-style-type: none"> <li>• Accessibility.</li> <li>• Age-friendly environments.</li> <li>• Age-friendly Policies.</li> <li>• Ageing.</li> <li>• Ageism and abuse.</li> <li>• Digital Technology.</li> <li>• Health and prevention.</li> <li>• Human rights-based approach.</li> <li>• Intergenerational cooperation.</li> <li>• Project management</li> <li>• Lifelong learning.</li> </ul>
<p><b>MODULE 5. COMMUNITY SUPPORT AND COMMUNICATION:</b></p> <p><b>Unit 1.</b> Understanding ageing and dementia</p> <p><b>Unit 2.</b> Community support services and resources</p> <p><b>Unit 3.</b> Effective communication</p> <ul style="list-style-type: none"> <li>• <b>Exercise 1.</b> Understanding ageing and dementia</li> <li>• <b>Exercise 2.</b> Developing an Age-Friendly Community Program</li> <li>• <b>Exercise 3.</b> Developing Communication Strategies for Age-Friendly Environments</li> </ul> <p><b>Good Practice case.</b> Dementia-friendly Culture and Leisure</p>	<ul style="list-style-type: none"> <li>• Accessibility.</li> <li>• Age-friendly environments.</li> <li>• Age-friendly Policies.</li> <li>• Ageing.</li> <li>• Ageism and abuse.</li> <li>• Health and prevention.</li> <li>• Human rights-based approach.</li> <li>• Intergenerational cooperation.</li> <li>• Project management</li> <li>• Lifelong learning.</li> <li>• Volunteering</li> </ul>

**More information**

**<https://www.afctoolkit.eu/>**