Communication and Information

Plain language
- Words
- Language
- Sentences

Oral communication
- Public meetings
- One-on-one
- In-person vs. automation
- Media
- People at risk
- On request

Printed information
- Lettering/size
- Headings
- Typeface
- Colours
- Uniform

Regardless of the variety of communication choices and the volume of information available, the central concern expressed … is to have relevant information that is readily accessible to older adults with varying capacities and resources.

Computers and the internet
- Access
- Instructions/ Assistance

Information Offer
- Universal system
- Distribution
- Reaching target audiences
- Reaching through different mediums
- Availability
- Media (TV, radio)
- Visual and auditory information
- Directories/ Pamphlets

Automated communication and equipment
- Clarity
- Options
- Electronic equipment
- Visual displays
- Accessibility