The following day, Mary traveled Nancy’s route by herself, assessing environmental barriers objectively using a norm-based instrument based on the enabler concept. With the two data sets at hand—one reflecting the subjective client perspective, the other reflecting the societal, norm-based perspective—she then made a comparative analysis. In order to document her findings she wrote a summary of the results, detailing the most apparent accessibility problems identified along Nancy’s route, explaining why the problems occurred and their negative consequences in terms of restricted activity and participation. Even though Mary had been working in her municipality for quite a long time, she had not before had any contacts with the local traffic/highway department. She contacted their office and presented her findings briefly over the phone, and was immediately invited to come and give an oral presentation to a group of highway engineers and planners. The engineers understood the importance of adding occupational therapy competence to their group. Mary’s results were taken seriously and she was invited to further collaborate with them.

As a result of several meetings and discussions at the traffic/highway department involving representatives from the local public transport authority, a raised platform was built at the bus stop near Nancy’s home. One argument Mary used for this was the fact that many older adults used that particular bus stop. In this case, no more modifications were made immediately. Instead, Mary instructed Nancy in how to overcome her problems by alternative ways of performing the activity (e.g., using her wheeled walker for several rests during