

An offer is not the same as access

Keep person, resource and context separate.

1 · RESOURCE LEVEL

Personal: Social: Community:

2 · POSSIBLE BARRIER

Hours, route, format or setting? Cite the source.

3 · POSSIBLE ENABLER

Which option may help? Is actual use documented?

4 · EVIDENCE STILL NEEDED

Ask without blaming, diagnosing or inventing a user.
