

# CLIENT COMMUNICATION SCRIPTS FOR HOME MODIFICATION RECOMMENDATIONS

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The Home Accessibility Therapist

Addressing Emotional Barriers  
& Building Client Buy-In



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Recommending home modifications often triggers emotional resistance from older adults who perceive environmental changes as symbols of declining independence. Research shows that emotional barriers—not physical or financial barriers—are the primary obstacles to implementing evidence-based home safety recommendations.

This guide provides occupational therapists with tested communication scripts that frame modifications as independence-enablers rather than limitations, addressing the most common client objections with empathy and evidence.

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## UNDERSTANDING EMOTIONAL RESISTANCE TO HOME MODIFICATIONS

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A 2025 study identified emotional resistance as the primary obstacle to technology and modification adoption, with older adults perceiving changes as acknowledgment of declining independence rather than tools for maintaining autonomy.

### COMMON EMOTIONAL BARRIERS:

- Denial of functional limitations
- Fear of appearing "old" or "disabled"
- Loss of control over their home environment
- Grief about changing abilities
- Concerns about burdening family members
- Attachment to home aesthetics and familiar surroundings

### COMMUNICATION PRINCIPLES:

- ✓ Frame modifications as ENABLING independence, not acknowledging decline
- ✓ Emphasize client choice and control throughout the process
- ✓ Connect modifications to specific valued activities and roles
- ✓ Use client-centered language focused on goals, not deficits
- ✓ Validate emotions while gently introducing evidence-based solutions
- ✓ Present multiple options to preserve sense of control

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## **SCRIPT #1: "I DON'T WANT MY HOME TO LOOK LIKE A HOSPITAL"**

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**CONTEXT:** Client resists grab bars, shower chairs, or other visible adaptive equipment due to aesthetic concerns and fear of "medical" appearance.

**INEFFECTIVE RESPONSE** (Deficit-Focused):

"You need these modifications because you're at high risk for falls. It's important for your safety."

**EFFECTIVE SCRIPT** (Independence-Focused):

"I completely understand—this is YOUR home, and you want it to feel like home, not a medical facility. That's really important to me too."

Here's what I've learned working with clients: The equipment and modifications that actually work best are the ones that fit YOUR style and YOUR life. That's why I want to show you several different options so you can choose what feels right for your home.

For example, modern grab bars come in finishes that match your bathroom—brushed nickel, oil-rubbed bronze, even decorative styles that look like towel bars. Some of my clients actually say their bathroom looks MORE updated after installation, not less.

The goal isn't to change your home into something unfamiliar—it's to make your home work better for YOU so you can keep doing the things you love.

What activities are most important for you to keep doing independently in your home?"

**KEY COMMUNICATION ELEMENTS:**

- ✓ Validates aesthetic concerns as legitimate
- ✓ Emphasizes client choice and control ("YOUR home," "YOUR style")
- ✓ Provides specific alternatives showing attractive options
- ✓ Reframes as home improvement, not medical intervention
- ✓ Pivots to values and meaningful activities

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## **SCRIPT #2: "I'M NOT READY FOR THAT YET" / "I DON'T NEED THAT"**

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**CONTEXT:** Client denies functional limitations or isn't ready to acknowledge need for modifications despite observable safety risks.

**INEFFECTIVE RESPONSE** (Confrontational): "But I observed you struggling with the tub transfer. You really do need this."

**EFFECTIVE SCRIPT** (Future-Planning Focus):

"I hear you—and I'm not suggesting you can't manage right now. What I'm thinking about is keeping things easy for you as you get older, just like ALL of us do.

You know how some people wish they'd installed different flooring before their knees started bothering them? Or wish they'd chosen a house with the laundry on the main floor before carrying baskets up and down stairs got tiring?

These modifications are kind of like that—they're easier to do now, while you're still active and independent, than to wait until you HAVE to do them. And honestly? Most of my clients tell me they wish they'd done it sooner because it just makes daily life easier RIGHT NOW—not ten years from now.

For example, that grab bar we talked about near the toilet—I've had clients in their 50s tell me they use it every day just because it makes getting up more comfortable. It's not about whether you CAN do something—it's about whether life could be a little EASIER.

What do you think about looking at this as planning ahead rather than responding to a problem?"

**KEY COMMUNICATION ELEMENTS:**

- ✓ Avoids confronting denial directly
- ✓ Normalizes modifications as smart planning (not admitting decline)
- ✓ Uses universal aging language ("all of us") to reduce stigma
- ✓ Provides examples of preventive modifications others appreciate
- ✓ Reframes from "need" to "easier" and "more comfortable"
- ✓ Asks open-ended question to gauge receptivity

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### **SCRIPT #3: "IT'S TOO EXPENSIVE" / "I CAN'T AFFORD THAT"**

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**CONTEXT:** Client expresses financial concerns about recommended modifications.

**INEFFECTIVE RESPONSE** (Dismissive): "It's really not that expensive compared to a hospital stay if you fall."

**EFFECTIVE SCRIPT** (Prioritization & Problem-Solving):

"I absolutely understand—budget is a real consideration, and I want to make sure we're focusing on modifications that give you the most benefit for your investment.

Let me break this down: Of all the things we talked about today, which ones feel most important to YOU? Which modifications would help you with activities you do every single day?

[Client identifies priorities]

Okay, so let's focus on those first. We can implement modifications in phases—the highest priority items first, and then add others over time as budget allows.

I also want you to know there are often resources available that many people don't know about. Depending on your situation, there might be:

- State programs for home modifications
- Nonprofit organizations that provide free installation
- Medicare or long-term care insurance coverage for certain equipment
- Tax deductions for medical home modifications
- Community assistance programs

I can help you explore those options if you're interested. And sometimes family members want to contribute—especially when they understand how much these modifications help you stay independent at home.

What if we start with the top two priorities and see what resources might be available to help make that happen?"

#### **KEY COMMUNICATION ELEMENTS:**

- ✓ Validates financial concerns as legitimate
- ✓ Uses client-centered prioritization
- ✓ Offers phased implementation approach
- ✓ Provides specific funding resources without being pushy
- ✓ Connects to family involvement without creating guilt
- ✓ Creates manageable starting point



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## **SCRIPT #4: "MY FAMILY WILL THINK I'M GETTING OLD AND HELPLESS"**

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**CONTEXT:** Client worries about family perceptions and doesn't want to burden or alarm family members with visible modifications.

**INEFFECTIVE RESPONSE** (Invalidating): "I'm sure your family just wants you to be safe. They'll understand."

**EFFECTIVE SCRIPT** (Empowerment & Reframing):

"It sounds like staying independent and capable in your family's eyes is really important to you—and that makes complete sense. You don't want them worrying or feeling like they need to step in and take care of you.

Here's what I've seen happen with other clients: When they make these modifications, their family members actually feel LESS worried, not more. Because instead of wondering 'Is Mom safe in that bathroom?' they can see that Mom is taking smart steps to stay independent.

In fact, I've had clients specifically show their adult children the modifications and say, 'Look what I did to keep myself safe at home. I'm planning ahead so I can keep living independently.' Their kids were impressed that their parent was being proactive.

You could even frame it as: 'I'm making some updates to my house to make daily life easier as I get older—just like people remodel kitchens or update flooring.' That's literally what you're doing.

The alternative—waiting until there's a fall or an injury—that's when family members really worry and start having conversations about whether you can stay at home. These modifications actually show you're taking charge of YOUR health and YOUR home.

How do you think your family would respond if you presented it that way—as you being proactive and planning ahead?"

### **KEY COMMUNICATION ELEMENTS:**

- ✓ Validates concern about family perceptions
- ✓ Reframes modifications as evidence of competence, not decline
- ✓ Provides specific language client can use with family
- ✓ Contrasts proactive modifications with reactive crisis response
- ✓ Emphasizes client control and decision-making
- ✓ Invites client to consider alternative perspective



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## **SCRIPT #5: "I'VE LIVED HERE 40 YEARS—I KNOW MY WAY AROUND"**

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**CONTEXT:** Client expresses confidence based on familiarity with home environment, minimizing environmental hazards.

**INEFFECTIVE RESPONSE (Fear-Based):**

"Familiarity doesn't prevent falls. Most falls happen in familiar environments."

**EFFECTIVE SCRIPT (Acknowledging Expertise While Introducing Evidence):**

"Absolutely—you know every corner of this house, and that familiarity is a real strength. You've navigated this home successfully for decades.

What I've learned from research and from working with many clients is that as our bodies change—and that happens to everyone as we age— sometimes the homes that worked perfectly for us at 50 or 60 need small adjustments at 70 or 80. Not because we're less capable, but because our bodies have different needs.

Think of it like this: You've probably changed other things about your life as you've gotten older—maybe reading glasses, more comfortable shoes, different sleeping positions. Those aren't signs of weakness—they're smart adaptations that let you keep doing what you want to do.

Your home can adapt too. A grab bar near the toilet doesn't mean you don't know your bathroom—it means you're giving yourself the best possible support for the next 20 years in this house.

The goal is to make sure this house continues working FOR you, not against you, so you can stay here as long as you want. Does that make sense?"

**KEY COMMUNICATION ELEMENTS:**

- ✓ Acknowledges client's legitimate experience and knowledge
- ✓ Normalizes aging-related body changes
- ✓ Uses analogy to other accepted adaptations (glasses, shoes)
- ✓ Frames modifications as supporting long-term goals
- ✓ Connects to client's desire to stay in home
- ✓ Asks for understanding rather than compliance



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## SCRIPT #6: "I'LL JUST BE MORE CAREFUL"

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**CONTEXT:** Client believes behavioral changes alone will prevent falls without environmental modifications.

**INEFFECTIVE RESPONSE** (Paternalistic):

"Being careful isn't enough. You need these modifications."

**EFFECTIVE SCRIPT** (Partnership & Evidence-Based):

"Being careful is definitely important, and I can tell you're someone who pays attention to safety. That awareness is a real asset."

What research shows us—and this surprised me when I first learned it—is that about 30 to 50% of falls happen because of environmental factors, even when people ARE being careful. Things like:

- Lighting that creates shadows or glare
- Small transitions between rooms that catch feet
- Wet surfaces that are slippery no matter how carefully you step
- Reaching for support that isn't quite where you need it

It's kind of like wearing a seatbelt—you can be the most careful driver in the world, but the seatbelt is there for those unexpected moments when careful isn't enough.

These modifications work the same way. They're your backup system for those moments when being careful might not be enough—when you're tired, or it's dark, or you're in a hurry, or you're not feeling well.

I'm not suggesting you're not careful—I'm suggesting we give you the BEST possible environment to support that carefulness. Does that distinction make sense?"

**KEY COMMUNICATION ELEMENTS:**

- ✓ Validates client's safety awareness
- ✓ Introduces evidence without being condescending
- ✓ Uses seatbelt analogy for "backup system" concept
- ✓ Identifies real-world situations where "being careful" fails
- ✓ Positions modifications as partnership with client's efforts
- ✓ Checks for understanding



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## ADVANCED TECHNIQUE: MOTIVATIONAL INTERVIEWING APPROACH

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For clients with significant resistance, use motivational interviewing principles adapted from evidence-based hoarding disorder interventions:

STRATEGY: Explore Ambivalence

"I'm hearing two things: On one hand, you want to stay safe and independent in your home. On the other hand, you're concerned about what these modifications might mean. Can you help me understand both sides of that?"

[Client explores competing values]

"So staying independent at home is really important to you. And these modifications would actually support that goal—helping you stay HERE instead of needing to move or have more help. Is that right?"

STRATEGY: Roll With Resistance

When client says: "I just don't think I need that."

DON'T SAY: "But you do need it for safety."

DO SAY: "You're the expert on your life and your home. What concerns you most about the idea of adding a grab bar?"

[Listen to concerns]

"Those are important considerations. What would need to be different for you to feel comfortable trying it?"

**STRATEGY:** Develop Discrepancy

"You mentioned that being able to take care of yourself independently is really important to you. You also mentioned you've been avoiding showering because you're worried about slipping. How do those two things fit together?"

[Client recognizes tension between values and behaviors]

"What if there was a way to shower safely AND independently? Would that be worth considering?"

**STRATEGY:** Support Self-Efficacy

"You've made a lot of adaptations over the years—you mentioned getting a lightweight vacuum and switching to slip-on shoes. That shows you're good at figuring out what works for you. What modifications do YOU think might help with [specific activity]?"

**STRATEGY:** Support Self-Efficacy

"You've made a lot of adaptations over the years—you mentioned getting a lightweight vacuum and switching to slip-on shoes. That shows you're good at figuring out what works for you. What modifications do YOU think might help with [specific activity]?"

[Elicit client's own ideas rather than imposing solutions]

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## PRESENTING MODIFICATION OPTIONS: THE "CHOICE" FRAMEWORK

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Always present 2-3 options for addressing each identified barrier to preserve client sense of control and self-determination.

### **EXAMPLE:** Bathroom Transfer Safety

"I noticed you're having some difficulty with the tub transfer. I want to show you three different options for making that easier, and you can tell me which one feels right for you:

OPTION 1: Install a grab bar on the wall next to the tub

- Provides support for stepping in/out
- Variety of styles and finishes to match your bathroom
- Cost: \$150-300 installed
- Least invasive option

OPTION 2: Add a tub transfer bench

- Allows you to sit and slide into tub
- No installation required
- Cost: \$50-150
- Can be removed if needed

OPTION 3: Convert to walk-in shower

- Eliminates step completely
- Most comprehensive solution
- Cost: \$3,000-8,000
- Increases home value

Some clients combine options—like a grab bar AND a transfer bench. Others start with one and add another later. What appeals to you, or what questions do you have about these options?"

### **KEY ELEMENTS:**

- ✓ Present multiple solutions (not single "prescription")
- ✓ Include pros/cons for each option
- ✓ Provide cost information transparently
- ✓ Note which options are reversible
- ✓ Invite questions and client input
- ✓ Emphasize client decision-making

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## HANDLING FAMILY INVOLVEMENT: SCRIPTS FOR FAMILY MEETINGS

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Often family members request modifications that the client resists.  
Navigate these dynamics carefully to preserve client autonomy.

### **SCRIPT:** When Family Pushes for Modifications Client Resists

To Client:

"I hear your daughter is concerned about your safety, and I also hear that you're not comfortable with some of the changes she's suggesting. This is YOUR home, and ultimately you get to decide what modifications happen. My job is to give you information about options and risks so you can make informed decisions. What matters most to you?"

To Family Member (with client present):

"I understand your concerns about your mom's safety—that comes from a place of love. What I want to make sure we're doing is finding solutions that your mom feels comfortable with, because research shows that when clients are involved in the decision-making, they actually use the modifications and stay safer. Let's talk about what your mom's goals are and find options that address both safety AND her preferences."

### **KEY PRINCIPLES:**

- ✓ Always defer to client as primary decision-maker
- ✓ Acknowledge family concerns as valid
- ✓ Position yourself as information provider, not arbiter
- ✓ Seek solutions that address both parties' concerns
- ✓ Never talk about client in third person while they're present

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## DOCUMENTING CLIENT COMMUNICATION

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Document communication strategies and client responses in clinical notes:

### EXAMPLE DOCUMENTATION:

"Client initially expressed resistance to recommended grab bar installation, stating 'I don't want my home to look like a hospital.' Therapist provided education about decorative grab bar options and reframed modification as independence-enabling tool. Client was shown photos of various finishes and styles. Client stated 'I didn't know they made them like that' and agreed to consider oil-rubbed bronze option that matches existing fixtures. Follow-up scheduled in 2 weeks to finalize decision and coordinate installation."

### DOCUMENTATION TIPS:

- Record specific objections/concerns client expresses
- Note education and reframing strategies used
- Document any change in client perspective
- Include client quotes showing understanding or agreement
- Identify follow-up plan
- Respect client's right to decline recommendations

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## WHEN CLIENTS DECLINE RECOMMENDATIONS

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Despite best communication strategies, some clients will decline recommendations. Handle this professionally:

**SCRIPT:** Respectful Acceptance of Client Decision

"I understand you've decided not to move forward with the grab bar installation right now, and I respect your decision. This is your home and your choice.

What I'd like to do is leave this information with you in case you change your mind later. I'm also going to document our conversation and the recommendations I made, so if you need this information in the future— or if your doctor or family asks—you'll have it.

Is it okay if I check back with you in a few months to see how things are going? Sometimes people feel differently after thinking about it for a while.

And of course, if you have any falls or near-misses, or if anything changes and you want to revisit these recommendations, please don't hesitate to call me."

**DOCUMENTATION When Client Declines:**

"Client education provided regarding fall risks associated with bathroom transfers and benefits of grab bar installation. Multiple options presented including decorative finishes. Client verbalized understanding of risks and recommendations but declined modifications at this time, stating [client's reason]. Client demonstrates decision-making capacity. Written information provided for future reference. Client instructed to contact therapist if circumstances change or if interested in revisiting recommendations. Plan: Follow-up call in 3 months to reassess."

**KEY PRINCIPLES:**

- ✓ Respect client autonomy even when you disagree
- ✓ Document thoroughly to protect yourself legally
- ✓ Leave door open for future reconsideration
- ✓ Provide written information for reference
- ✓ Note client's decision-making capacity

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## MEASURING SUCCESS: CLIENT ACCEPTANCE INDICATORS

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Track these indicators to evaluate your communication effectiveness:

- Client asks questions about modification options
- Client identifies specific activities modifications would support
- Client expresses concerns but remains engaged in conversation
- Client requests time to think rather than outright refusal
- Client involves family members in decision-making
- Client agrees to trial period or starting with one modification
- Client demonstrates understanding of rationale for recommendations
- Client initiates follow-up contact about implementations

Research shows that client-centered approaches improve adherence rates significantly—from 33-40% in directive approaches to 80%+ when clients participate in decision-making.

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## CONTINUING EDUCATION IN CLIENT COMMUNICATION

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Effective communication with clients about home modifications requires ongoing skill development. Consider advanced training in:

- Motivational interviewing techniques
- Trauma-informed approaches for clients with hoarding behaviors
- Client-centered practice frameworks
- Addressing resistance and ambivalence
- Family dynamics and caregiver collaboration

**The Home Accessibility Therapist** offers specialized training including:

### CERTIFIED HOME ACCESSIBILITY THERAPIST (CHAT) PROGRAM

- Comprehensive training in home modification assessment and recommendations
- Client communication strategies for complex cases
- Weekly meetings for case consultation and skill development

### OCCUPATIONAL THERAPY FOR PERSONS WITH HOARDING DISORDER COURSE

- Advanced motivational interviewing techniques
- Addressing ambivalence and resistance
- Trauma-informed, client-centered approaches
- Collaborative goal-setting strategies

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