

Openness - Scenario 1



Background: Sam is 24 and has been a wheelchair user since age 19. He recently moved to the area and is looking to get active again after a long break. He finds a local sports club online and wants to join their basketball or general fitness sessions.

Scenario:

Sam calls the club and asks about accessibility of the gym and court facilities. The person on the phone hesitates, saying,

“Umm, we’ve never really had anyone in a wheelchair before...”

They go on to suggest Sam might be better off contacting a “specialist club.”



How open is the club's response?

What assumptions are being made here?

How could this club show more openness in the way they respond and support?