

## Openness - Scenario 3



**Background:** Emma is 13 years old and has partial sight loss. Her parents, Rachel and Mark, are eager to support her interest in sports and reach out to a local tennis club after Emma expresses a desire to learn how to play.

Scenario:

Rachel calls the tennis club and asks if they can accommodate Emma's needs. The coach replies, "Tennis is a very visual sport—I'm not sure how it would work for her. It might be better to look into something else that's more suited to her abilities."



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?