Hello,

I am writing as a customer and Sunflower wearer.

For people with non-apparent disabilities, everyday environments can sometimes be challenging, particularly when spaces are busy, noisy, or unfamiliar. In these situations, a little extra understanding, time, or patience can make interactions more comfortable and accessible.

The Hidden Disabilities Sunflower is a discreet symbol worn by people with non-apparent disabilities to indicate that additional support, time or understanding may be helpful. Joining the global Sunflower-network allows businesses to provide support in a way that is respectful, inclusive, and led by the individual.

This is not about preferential treatment. It is about creating welcoming environments through small, supportive actions, such as:

- Communicating clearly and calmly
- Allowing extra time where needed
- Offering reassurance or space if someone feels overwhelmed

By joining the Hidden Disabilities Sunflower network, your business can:

- Help customers feel safe, understood, and more confident
- Support staff to recognize the Sunflower and respond consistently
- Create more inclusive and positive customer experiences
- Demonstrate a commitment to accessibility and inclusion

Becoming Sunflower-friendly is straightforward:

1. **Join:** Become an official member of the Hidden Disabilities Sunflower network
2. **Train:** Complete simple online training to understand how to support customers
3. **Support:** Make Sunflower lanyards and communications available so people know understanding is in place

To learn more, please visit: https://hdsunflower.com/ca/sunflower-memberships

Thank you for taking the time to consider this. Your support can help make everyday experiences more accessible for people with non-apparent disabilities.

Kind regards,