

For internal use only

This document is intended exclusively for Sunflower members and should not be shared externally.

Hidden Disabilities Sunflower training

Creating a welcoming space for everyone: Sunflower awareness

When you see someone wearing a Sunflower, it's a sign that they have a non-visible disability and may need a little extra support, patience, or understanding.

It's important to approach these interactions with kindness and respect, creating an environment where they feel comfortable and included.

Here are some thoughtful questions you can ask to offer support without making assumptions:

Questions to ask:

- "How can I best support you today?"**
 - A simple and kind way to let them tell you what they need
- "Is there anything I can do to assist you?"**
 - An open-ended question that gives them the space to share without pressure
- "Would you like any additional support or time?"**
 - A great way to show patience, especially if they're feeling rushed or overwhelmed
- "Are there any adjustments I can make to help you feel more comfortable?"**
 - This acknowledges that everyone's needs are different and gives them the chance to let you know what works for them
- "Would you like me to explain anything further or repeat something?"**
 - Helpful in situations where communication might be tricky or unclear
- "Do you have any specific requirements I should be aware of?"**
 - A respectful way to ask if there's anything you can do to make things easier for them
- "Would you prefer written information or verbal instructions?"**
 - Offering options can make it easier for them to process information in the way that suits them best
- "Is there a way I can make this process easier for you?"**
 - A practical question, especially in customer service or workplace settings
- "Would you like me to give you more space or time?"**
 - Recognizes that some people may feel overwhelmed in busy or fast-paced environments
- "Is there anything you'd like me to know about the support you need?"**
 - A gentle way to invite them to share as much or as little as they feel comfortable

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Things to keep in mind:

- » **Respect their privacy:** Never ask why they are wearing the Sunflower or what their disability is. If they don't want to share details, that's okay—don't push them
- » **Avoid assumptions:** non-visible disabilities are unique to each person, so don't assume you know the support they need
- » **Be patient and kind:** They might need a little extra time to respond or process information, and that's perfectly fine
- » **Use a calm and understanding tone:** This helps create a safe and supportive environment
- » **Don't take it personally if they decline help:** If they ask to be left alone, respect their wishes. That might be exactly what they need at that moment

By keeping these tips in mind, you can help create a space where everyone feels welcome and supported. The Sunflower is a simple but powerful way to signal that someone might need a little extra understanding—your kindness can make all the difference.