

ACCESS TO TOILETS – HOW CAN YOU HELP?



Our 'Can't Wait Card' is designed to help our members discreetly ask for help in an emergency without embarrassment or confusion.

You will only be shown a Can't Wait Card in an emergency

- Please be helpful, discrete and understanding
- Offer access to your toilet where appropriate, provide reassurance for your customer, and help avoid unnecessary accidents
- Offer to take the customer to the front of a toilet queue and show your understanding and support
- If someone else challenges you or the customer, please explain that their condition means they need urgent access to the facilities and ask them to be patient

Almost half of people have been put off from going to restaurants or pubs, because they have invisible conditions and fear discrimination⁵

For more information about the campaign and how else you can get involved, please visit: www.noteverydisabilityisvisible.org.uk

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1. Crohn's & Colitis UK. Crohn's & Colitis Awareness Week. Available at: www.crohnsandcolitis.org.uk/get-involved/crohns-and-colitis-awareness-week. Last accessed April 2019. 2. Immunology_DoF_30Jan2019_MI_PC_003 (unpublished data from Crohn's & Colitis UK Travel with IBD Survey 2017, May 2017). 3. Crohn's & Colitis UK. Supermarkets. Accessible at: <https://www.crohnsandcolitis.org.uk/get-involved/campaigning/accessible-toilet-signs/supermarkets>. Accessed April 2019. 4. Crohn's & Colitis UK. Travel with IBD. Accessible at: <https://www.crohnsandcolitis.org.uk/get-involved/campaigning/accessible-toilet-signs/travel-with-ibd>. Accessed April 2019. 5. Crohn's & Colitis UK. Travel with IBD – List of travel hubs. Accessible at: <https://www.crohnsandcolitis.org.uk/get-involved/campaigning/accessible-toilet-signs/travel-with-ibd/list-of-travel-hubs>. Accessed April 2019. 6. Immunology_DoF_19MAR2019_MI_SG_001 (unpublished data from Crohn's and Colitis UK (CCUK) Not Every Disease is Visible Campaign Patient Survey 2019). 7. Immunology_DoF_25Jan2019_MI_PC_001 (unpublished data from Toilet Consortium UK's 2017 Survey, July 2017).

not every
DISABILITY
is **VISIBLE**



SUPPORTING CUSTOMERS WITH CROHN'S AND COLITIS

www.noteverydisabilityisvisible.org.uk

CROHN'S AND COLITIS ARE INVISIBLE CONDITIONS

ACCESSIBLE TOILETS: NOT JUST FOR THE VISIBLY DISABLED



“

When I'm out and about I often get nasty looks when trying to use an accessible toilet. I've even been told that I had no respect for the disabled. It makes me feel so humiliated. ”

Marta, living with Crohn's

Accessible toilet signage

Our UK-wide campaign aims to change signs on accessible toilet doors to help people with invisible conditions feel more confident using these essential facilities.

Our sign has been installed in nearly **2,500 supermarkets**, 150 retail areas across the UK and 15 of the UK's major airports, railway and service stations.³⁻⁵ We are now calling on high street restaurants and pubs across the country to do the same and are **delighted that your company has pledged to support this award winning campaign.**



Crohn's and Colitis - the two forms of Inflammatory Bowel Disease - **are lifelong diseases of the gut.** They are painful, debilitating and widely misunderstood. And there is no known cure.¹

Crohn's and Colitis are a hidden and growing health crisis - **more than 300,000 people have Crohn's or Colitis in the UK alone.** And the real number could be almost double that.¹

An urgent need to use the toilet is a main symptom of living with Crohn's or Colitis. People are often faced with anxieties such as:²

- Having an accident in public
- Being refused toilet access
- Being confronted about why they are using a accessible facility - especially those with a stoma (a bag attached to a hole in your stomach that collects digestive waste products)

Because of the stigma and misunderstanding surrounding invisible conditions like Crohn's and Colitis, thousands of people are suffering in silence, being subjected to discrimination - sometimes even harassment - just for trying to use the accessible toilets they *urgently* need.^{1,5}

This needs to stop.

Through our campaign, **Not Every Disability is Visible**, we want to change public perceptions of disability, end stigma and ensure everyone who needs to use an accessible toilet can. By supporting our campaign - **Not Every Disability is Visible** - you will be making the invisible, visible.

1 in 2 people with Crohn's or Colitis have received negative comments for using accessible toilets⁶