

**“Even bad boys need a friend at the end of the line”**

**Crohn's and Colitis Support  
0845 130 3344**

(formerly NACC-in-Contact)  
Confidential support from trained volunteers who have personal experience of living with Ulcerative Colitis or Crohn's Disease  
Monday – Friday, 1pm – 3.30pm; 6.30pm – 9pm

**Information Service  
0845 130 2233**

Trained Crohn's and Colitis UK Information Officers answer queries on IBD and related issues Monday – Friday, 10am – 1pm; answerphone service outside these hours

**Disability Benefits  
0845 130 2233**

Call the Information Service to arrange a phone appointment with a trained volunteer

**Parent to Parent  
0845 130 2233**

Talk to another parent who has a child with IBD – call the Information Service to arrange a phone appointment

[www.crohnsandcolitis.org.uk](http://www.crohnsandcolitis.org.uk)

Turn over for more information

**Jeff Hordley, aka Cain Dingle, the “bad boy” of popular TV soap Emmerdale says:**

“Having lost my mum following surgery for Crohn's when I was nine, I was devastated to be diagnosed myself in my twenties. I only wish I had known about Crohn's and Colitis UK at the time - it was very tough not knowing who to talk to.

Please help to keep their helplines open to those who need them most.”

# A Helplines Appeal to Crohn's and Colitis UK Members

## Last year more people than ever called our helplines for information and support.

IBD Patients wanted to know about drugs – their availability and side effects; about diet; about symptoms and about welfare benefits, especially in these times of cutbacks.

There were more Parent-to-Parent contact requests – one mum said "I had felt so isolated – knowing other parents were going through the same things was a blessing."

For example, just one of our four helplines, our supportive listening service Crohn's and Colitis Support, received 1,402 calls in 2009/2010 from patients and family members, some of who were in considerable distress, reporting:

- a need to talk about the illness (51%)
- depression/stress (33%)
- isolation (16%)
- relationship problems (14%)
- suicidal thoughts (3%)



Some callers reported multiple problems.

As a charity we had to recruit and train more volunteers and staff to meet the need across our four helplines.

We know our helplines make a difference because callers tell us that they do, through comments such as:

*"I'm more confident now when I talk to the consultant"*

*"It was support when I was feeling down – I was able to offload on your trained volunteers, not my family."*

Our award-winning Information and Support services are really pushed to cope ... will you help the charity to throw that helpline ... that lifeline – to someone else?

Please give what you can, no matter how small – so that no-one else needs to feel alone because they haven't yet heard about our charity, or the help we can offer.

**£5** could pay for the families of two newly-diagnosed children to receive our Family Information Pack

**£10** could pay for 20 people to receive our booklet, Understanding Colitis and Crohn's, following a call

**£20** could pay for a person in distress to receive support from our helplines

**£50** could go towards training for helplines staff and volunteers to keep up with changes in the law, and medical advances

We hope you'll keep the poster with our helplines contact numbers for your own support, or post it up where others can see it – whether or not you are able to make a donation.

We know just how much our members, like Jeff, care about helping others – because, even when they are coping well themselves, they know what it is to feel alone, and worried, in need of a friendly voice at the end of a phone.

... see, he's not really all that bad!



## Thank you for reading this appeal

**Crohn's and Colitis UK, 4 Beaumont House, Sutton Road, St Albans AL1 5HH**

Crohn's and Colitis UK is the working name of National Association for Colitis and Crohn's Disease, a charity registered in England & Wales No 1117148 and in Scotland No SC038632

## 2011 Helplines Appeal to Crohn's and Colitis UK Members



**Gift Aid** if you are a UK taxpayer, we can reclaim tax on your donation at no extra cost to you. For every £1 you donate, the Gift Aid scheme allows us to reclaim 25p. You must pay an amount of Income Tax and/or Capital Gains Tax for this tax year at least equal to the tax that the charity will claim from HM Revenue & Customs on your Gift Aid donation.

I am a UK taxpayer (please tick) and wish Crohn's and Colitis UK to reclaim tax on this donation and any future donations

I wish to help you keep the helplines running and enclose a cheque payable to Crohn's and Colitis UK for

**£**

If you prefer to make a donation by debit or credit card, please visit the link on **[www.crohnsandcolitis.org.uk](http://www.crohnsandcolitis.org.uk)**

**I wish my donation to be acknowledged**

by post or  by email

I don't want an acknowledgement, thanks!

Membership Number: \_\_\_\_\_

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Town: \_\_\_\_\_

County: \_\_\_\_\_

Postcode \_\_\_\_\_

Email: \_\_\_\_\_

Tel: \_\_\_\_\_