

**Friends of the
Emergency
Department**



St John
Here for Life

**Comfort and support
in times of need**



St John Friends of the Emergency Department

They provide comfort and support to patients and their families in hospital emergency departments.

In times of distress, people need more than treatment, they also need information and support. Because emergency departments are often busy, staff don't always have time to give patients and their families the support and reassurance they're looking for. That's where St John Friends of the Emergency Department volunteers can make a difference.

St John also has Hospital Friends volunteers carrying out a similar role in other hospital departments and smaller hospitals.

Friends of the Emergency Department volunteers give their time and care so that people in distress can receive comfort when they really need it.

Volunteers generally work a four hour shift once a week or once a fortnight. Some of the tasks they carry out are:

- sitting with, listening to and talking with patients
- assisting relatives and supporting them if required
- finding the likes of a magazine or a telephone
- helping out with delivery of meals and cups of tea
- offering a shoulder to cry on or a hand to hold
- above all being a friend.

If you'd like to find out more about becoming a St John Friends of the Emergency Department volunteer, call 0800 ST JOHN (0800 785 646).



St John Friends of the Emergency Department volunteers provide practical help, comfort and support to patients and families.

Irene Pearson is one of our volunteers, doing a shift at the emergency department every week since 2004.



St John Friends of the Emergency Department volunteers at the Thames Area Hospital emergency department are an integral part of the team.

Anne Daniels, Emergency Department Nurse Manager

