

Listen • Inform • Support



Ileostomy & Internal Pouch
Association

Registered Charity



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One2One Support

There when you need us

www.iasupport.org

One2One Support

IA's wealth of personal experience and its aim to 'listen, inform, support' are key features of One2One Support. IA was the first stoma patient group to offer high quality support by matching Support Volunteers to patients.

This has been a key area of support since 1956 when IA was established. At that time life was very different for a person with an ileostomy, however, the need for human contact has remained and this is what makes One2One Support so important. The benefit of speaking to someone who has been through a similar experience cannot be underestimated.

It has made coming to terms with what happened much easier.

IA Support Volunteers are people like you who have had surgery and are now living successfully with an ileostomy or an internal pouch. They have received training so that they may help others come to terms with their thoughts before and after surgery.

IA Support Volunteers come from every walk of life; they are living proof that life with an ileostomy or an internal pouch can be good.

Working together for you

IA Support Volunteers work in conjunction with stoma care and internal pouch nurses to offer a unique non-medical perspective from personal experience which can be invaluable in recovery from surgery and the start of a new life with an ileostomy or an internal pouch.

IA Support Volunteers are not there to tell you what to do, their primary aim is to listen, to help you make sense of your thoughts and concerns. It is not about telling their story but about them listening to you and using their experiences to help you.

IA Support Volunteers do not offer medical advice as they are not medically trained, or advice on stoma products; this is something that you should discuss with your stoma care nurse.

Anyone can request support from the volunteers; you don't need to be a member of IA to use One2One Support.

How can I be referred?

There are a number of different ways to do this:

- Ask your stoma care nurse to make a request for you
- Telephone IA National Office on 0800 0184 724
- Email IA National Office at info@iasupport.org
- Apply online at www.iasupport.org/request-one2one-support

It's been so beneficial talking to someone who understands.

How and where you meet is by mutual agreement - face to face in hospital, at home, or at a mutually convenient place; by telephone or by email. IA will endeavour to match you up by age, gender, occupation and lifestyle so that you know you will be speaking to someone similar to yourself.

There really is no substitute for talking to someone who understands how you feel. Contact IA today to arrange a One2One referral.

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