



# Welcome Volunteers Back to ER

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During the COVID pandemic, every sector of the economy faced unprecedented challenges. Tzu Chi volunteers, a group of selfless individuals, actively participated in infection prevention efforts during the pandemic and have returned to regular hospital volunteering as conditions improved.

Tzu Chi volunteers have been taking shifts in the emergency department for years, but their service was suspended at the height of the pandemic. In 2023, as conditions began to improve, they were able to return.

Tzu Chi medical volunteers take shifts in the emergency department for years but the program was suspended at the height of the pandemic. Volunteers were returning in 2023 when conditions started to improve.

During the absence of medical volunteers, robots were used to deliver medicines and administrative documents. While machines can perform some manual tasks, they cannot replace the human touch when it comes to providing emotional support. We had been eagerly awaiting news about the program's restart since earlier this year. Finally, in the second half of the year, our long wait ended – volunteers were returning, and we were filled with excitement.

Coming back to the hospital is a new chapter for the volunteers. Their Tzu Chi humanistic legacy has long been a hallmark of the hospitals. Not only do they provide interaction with patients and families, their presence adds relief to patients, particularly their emotional state after a long closed-off to the outside world. Volunteers are details oriented in every aspect in accompanying patients by bringing warmth and words of encouragement to the recovery. Their spirit of giving will encourage more volunteers to join the service, bring harmony to our society.

