



**AIR AMBULANCE CHARITY**  
KENT SURREY SUSSEX



## Be Kind with KSS

### Why kindness matters



At KSS, caring goes far beyond the scene of a medical emergency. Through our Patient and Family Aftercare Service, we support former patients, their families, and those whose loved ones have sadly died (bereaved)\*. We make sure everyone feels part of our KSS family and know they're not alone.

Kindness is at the heart of this work. A kind word or action can make a huge difference to someone who is finding things difficult. By taking part in this mission, you'll be helping to share that same kindness in your unit and in your community.

## Meet Sarita

### Patient and Family Aftercare Manager

"I've been part of Team KSS for nine years, first in fundraising and now in Patient and Family Aftercare. My role is to make sure patients and families are supported after their medical emergency, helping them feel heard, understood and connected.

Kindness and building trust are at the heart of everything I do. You never know what someone is going through, but even the smallest act of support can mean the world. Sometimes it's a phone call, sometimes it's simply being there to listen, and sometimes it's connecting families with others who have had similar experiences. What matters most is that people feel they are not alone, and that we are here for them for as long as they need us."

### Sarita's advice

"Be kind and patient with others and always try your best to listen. Choose something you enjoy doing, because being happy in what you do helps you make a difference to other people."



**Name:** Sarita

**Job title:** Patient and Family Aftercare Manager

**Key skills:** Kindness, listening, patience, trust building, team spirit

Find out more about our Patient and Aftercare service.  
Visit [aakss.org.uk/aftercare](https://aakss.org.uk/aftercare)

\* We understand bereavement is an emotive word. If you need further support to understand what this is, please ask an adult or visit [winstonswish.org](https://winstonswish.org)

# Kindness paperchain



## What you need to do

### Step 1 - Get cutting

Cut colourful strips of card or paper (around 2cm wide).

### Step 2 - Write your messages

In small groups, write messages of kindness on each strip.

**Think about what you'd love to read if you were having a hard day, such as:**

- "You are stronger than you think"
- "You make people smile."

### Step 3 - Link your kindness

Turn the first strip into a circle and tape or glue the ends together, making sure the message is on the outside. Keep adding strips until you have a long chain of kindness.

### Step 4 - Share your chain

Proudly display your chain in your meeting place or another space where others can see it. You never know who might read your words and feel uplifted.

## Things you may need

- Colourful paper or card
- Scissors
- Pens or markers
- Tape or glue

*You're brilliant!*

*You make people smile!*

*You brighten my day!*

## Top tips

Use bright colours and bold handwriting so your messages really stand out.





**Mission for all**

# Kindness in your community

## Take kindness beyond your unit

Use **KSS Kindness Cards** to write supportive messages for people in your community, from bus drivers and shopkeepers to teachers and care home residents. You could even bake cakes to take along when you deliver your cards.

During your meeting, have a chat with your group about who you'd like to give your Kindness Cards to. Think about what kind messages you want to write on them and note a few down - maybe something to make someone smile or feel special!

You can download our KSS Kindness Cards here - [aakss.org.uk/kindnesscards](https://aakss.org.uk/kindnesscards), or request them before your meeting by emailing our team at [community@aakss.org.uk](mailto:community@aakss.org.uk)



### Top tip

Think about inviting new members or visitors to join in too. It's a great way to make them feel welcome and included.

## Your kindness helps us create stronger, more caring communities.

Together, we can keep more families supported when every second counts.



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**Girlguiding**  
London and  
South East England