

# WHEN SOMEONE TELLS YOU ABOUT THEIR CANCER EXPERIENCE ...

A guide for volunteers

## HELPING YOU HELP OTHERS

When volunteering for Macmillan, you may find people see you as a Macmillan ambassador and want to share their own cancer experience with you.

This handy guide gives you everything you need to give a sensitive response and direct them to our services.



## LISTEN

Show you're listening by using open, positive body language, such as eye contact. And try to avoid crossing your arms as it can seem negative. There may be pauses that are a bit longer than usual, but resist the temptation to interrupt as you don't want to stem their flow.



## ACKNOWLEDGE

Allow the person affected by cancer to lead the conversation and try to avoid talking about your own cancer experience. Acknowledge their feelings or situation, keep questions to a minimum and don't offer advice on their cancer support needs.



## REFER

Look for signs the person you're speaking with would like more support. If you see any, use our **We're here for you** cards to refer them to the Macmillan Support Line or our website [macmillan.org.uk](http://macmillan.org.uk)

# **MACMILLAN SUPPORT LINE**

For support, information or just a chat,  
call us free on **0808 808 00 00**  
(Monday to Friday, 9am–8pm)  
or visit **macmillan.org.uk**

## **THE SOURCE**

This website is a great place for friends and family of people affected by cancer to browse tips from people with first-hand experience of supporting loved ones. The person you're speaking with may find it helpful too.

Visit **source.macmillan.org.uk**

## **THE ONLINE COMMUNITY**

This is a fantastic space for people to share experiences, ask questions and vent their emotions. Be sure to mention it, if it feels appropriate.

Visit **community.macmillan.org.uk**

### **Complaints**

If the person you're speaking with would like to make a complaint about Macmillan, please give them the following options:

- Fill in our online feedback form at **macmillan.org.uk/complaints**
- Call us free on **0808 808 00 00**
- Write to us at The Company Secretary, Macmillan Cancer Support, 89 Albert Embankment, London SE1 7UQ.

### **If the conversation upsets you ...**

... please get in touch with your Macmillan contact to talk it through. If it's brought up thoughts or feelings regarding your own cancer experience, please feel free to contact the Macmillan Support Line.