

Cancer Support France Haute-Vienne Newsletter

Christmas/New Year 2024

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**Your Local Association
supporting English speakers
affected by cancer in France**

Association Locale N°W87000485

What We Do

What is Cancer Support Haute-Vienne?

Through our team of trained
Active Listeners and Language
Supporters we can-

provide you and/or those close
to you with support which is
confidential and free of charge

offer telephone support to you,
your family and your carers or



President's Christmas Message



Season's Greetings to all our members and friends. Cancer Support France Haute-Vienne, on behalf of our Administration Committee, our volunteers and myself, wish you a Happy Christmas and Peaceful New Year.

At the heart of our association is the support we offer to our clients. We have been busier this year and it has confirmed to me that our excellent volunteer team acts on behalf of our clients with care, professionalism and compassion at all times. Their compassion, especially, makes me proud to be president.

I would also like to say a grateful and heartfelt thank you to our Administration Committee and our Active Listeners. They have supported and helped me enormously over this year and I will be forever grateful to them. Thank you team.

I would also like to thank our national association, all volunteers, who have also gladly helped me with advice and counsel in my first year.

The national association now has a new website and we have a small presence on that site, as have all of the Cancer Support France associations. We have also started cooperation and knowledge sharing with our near neighbour associations in the Nouvelle Aquitaine.

Our association has received some very generous donations from our friends in the communities in the area we cover this year and also carried out some very successful fundraising. Events were arranged around World Cancer Day and Octobre Rose to support and raise awareness for Breast Cancer.

We have successfully recruited and trained a new Active Listener this year. We welcome her to our team.

respond by email

help you to ask the right questions about your treatment and guide you to other sources of appropriate advice

have fun together

Find out more about us



Check out our Facebook page at

facebook.com/csfhv28/



or our dedicated website at

<https://www.cshautevienne.org/>



to see news on upcoming events and reports on past events

Our association started a conversation, in November, with the CHU in Limoges about using our Active Listeners and Language Supporters for Hospital Liaison with their Oncology patients. Also, in November, we met with the Haute-Vienne branch of La Ligue and, hopefully, that will lead to a closer relationship between the two organisations.

It was also decided to create a new method of thanking our regular supporters in the community who fundraise for us or regularly give us donations. So we have created Friends of Cancer Support France Haute-Vienne to acknowledge those who support and fundraise for us in the community.

Our website is going through an update and information will be released on that when it is finally completed. I would like to say a massive thank you to our webmaster for the input for the changes. We have, also, put our paper based Supporting Members and Friends Application Form on our website at this address csautevienne.org/membership-application. If you know of anyone who would like to support us, as you do, by becoming a member, or helping us in other ways, please point them towards the above web page.

For now that is all from me. Please read the rest of the newsletter and pass it on to others who may be interested

I would like to finish by thanking all our Supporting Members and Friends for their continued support. We could not do what we do without your generous support so thank you again and we wish you a peaceful and successful 2025.

Andrew Swift

President - Cancer Support France Haute-Vienne



World Cancer Day 4 February 2025

It will soon be time for World Cancer Day 2025 on Tuesday 4 February 2025.

Cancer Support France Haute-Vienne has not decided yet about how we will run our campaign and fundraising for the day

However, I would like to share with you some thoughts from the campaigns website worldcancerday.org/the-campaign/what-people-centred-care The theme this year and for the next three years is to focus the person affected by

HELPLINE NUMBER:-

0800 240 200

For Other useful information why not visit our National Forum where you can find lots of information around cancer and also about general healthcare

the link is-

<https://cancersupportfrance.org/>

Click on the link and then click on 'FORUM'

There are forums on-

- General Forum Information
- Information about CSF, Events and Contact Details
- Cancer Information, Specific Cancers and Treatment
- Coping and Support
- Bereavement Support and Memory
- FAQs, Research Round-up, Useful Documents and Websites

cancer, not just the cancer itself. For 2025-2027 title of the campaign is **"United by Unique"**. The message is and will continue to be that every experience of cancer is different and that we are all **'United'** because everyone's experience is **'Unique'** to them

As this year's focus is on People-Centred Care (as opposed to Patient-Centred Care) much of the campaign information available is very appropriate to what we do at Cancer Support France Haute-Vienne and as a national organisation.

I quote from the WCD website -

"Cancer is more than just a medical diagnosis — it's a deeply personal matter.

Behind every diagnosis lies a unique human story - stories of grief, pain, healing, resilience, love and more.

The campaign will explore different dimensions of people-centred cancer care and new ways of making a difference. It will offer a three- year journey from raising awareness to taking action. "

Nationally CSF is planning to start a social media campaign in January with 'upside down' photos (i.e. cancer turns your world upside down).

We will be announcing our local and national campaign very soon and intend that part of it should be to make everyone very aware of what we do and how we carry out our mission of supporting English speakers, of any nationality, who live in France.

A first step in that is the contents of this newsletter and the information that follows in this next section.

As you know, we are very proud of all our supporting members who continue with their contributions to us and also to our many friends in the communities of the four departments that fundraise for us and donate generously year after year.

So please read the next section of this newsletter which was originally written as guidance for members and explains what we do and how we do it.

Please keep looking at our Facebook pages and our website to be informed of events surrounding World Cancer Day and other events throughout the year.



**UNITED
BY
UNIQUE**



A Guide for Supporting members and Friends

How does a client become a client ?

A key aim of Cancer Support France Haute-Vienne (CSF H-V) is to enable their clients to regain control of their life. Because our clients must make their own decision to contact us CSF H-V does not accept requests for support other than from the person who is to receive that support. How ill does someone have to be to have support from CSF H-V?

France is proactive in trying to catch cancer at an early stage. CSF H-V can provide appropriate levels of support for clients, their partner, carer or relatives from the moment there is a real suspicion that cancer is a possibility.

What can CSF H-V offer?

Our statutes allow for the following support to be offered to clients -

- to listen on the telephone or to respond by email
- Guide a client to information in English about cancer and its treatment in France
- Visit him or her at home or in hospital if this is possible
- Help him/her ask the questions s/he needs answers to
- Arrange a Language Supporter (LS) to assist with completion of documentation
- Accompany clients to appointments to assist in communication

What is not offered by us?

Our insurance follows our statutes and restricts, by law, what can be offered CSF H-V or in its name. The ALs are all volunteers and must work within CSF H-V's boundaries as quoted above

Under the CSF H-V banner we only offer listening, emotional support and language support.

- We do not offer practical help such as - baby-sitting, lawn mowing, housework, shopping, taxiing.
- We cannot offer financial help of any kind
- Professional medical help or advice. If this is needed, CSF H-V will try to point the client towards where professional and respected advice may be obtained.

Sending News

If you have news for the Summer 2025 edition of this newsletter or want to advertise future events can you please note the following:-

Send your news to the following email address

secretary@cshautevienne.org

before 1 June 2025.

For future events please include -

- the date of the event
- the start and possibly the finishing time of the event
- the exact address of the event
- what the form of event is and any other relevant information.

For news please include -

- the title of the news,
- what has happened or will happen,
- the relevant information as above for future events where appropriate.

Can a friend be someone's AL?

The short answer is no. The strength of the relationship between a client and his/her AL is that they can express the feelings honestly and in complete confidentiality. There would be a conflict of interests if the AL knows the client. AL are allocated who have no prior knowledge of the client. There is a distinction between what you do as a friend and as a CSF member.

What do confidentiality and privacy mean for a member of CSF H-V?

Any information disclosed by a client to a volunteer must remain confidential, unless sharing it becomes important to provide the correct help in a given situation such as requested by law, if it is thought the client is in danger from someone else or themselves or if a complaint is made. If in doubt, advice should be sought in general terms from the President.

Any member's private contact details should not be shared without the member's specific permission in each case. Only the official CSF H-V telephone number (0800 240 200) and email details (helpline@cshautevienne.org) should be passed on to prospective clients or their friends.

One of our volunteers talks about her work with our association

I've been involved with Cancer Support France Haute Vienne for almost three years. I live in the north of the Haute Vienne with my husband and a collection of rescue animals, including two beautiful donkeys Em and Pru. Before moving to France five years ago I was a Research Director specialising in qualitative research. Many of my projects, especially the ones I found most fulfilling, involved working with vulnerable people/people in difficult circumstances.

I was introduced to CSF by a friend, who I met through another mutual acquaintance who has also become a close friend. I had always been involved in volunteering in the UK, mainly with animal charities and organising/helping at events in our village. Two of the most moving projects I ever worked on professionally were for Cancer Research UK, and for a bank who wanted to improve the way they looked after their vulnerable customers. That project involved talking to people – both patients and loved ones – whose lives had been turned upside down by cancer or dementia.



I talked through the CSF leaflet with my husband, and a couple of months later completed my initial training as an Active Listener. I've had a few clients as an A/L to date, and I feel I've been able to support them well, thanks both to the initial training, ongoing training, and the support of my lovely buddy (a system we use to support all volunteers).

As well as active listening, I also provide language support, and am really happy to be able to use my French to help clients communicate with their doctor, make appointments and tackle the sometimes daunting challenge that is French administration. It is incredibly satisfying to see the relief on someone's face when they can finally sort out something they had been struggling with. Recently, I've been working with our president to establish a relationship with CHU Limoges with a view to offering hospital visits where there is a demand, and with the Haute Vienne branch of La Ligue. Both organisations have been very welcoming.

Earlier this year I decided to apply for a volunteer role with CSF National. Broadly described as Marketing & PR, this role allows me to use some of the skills I learned in my research career. So far it is proving a little hectic but very satisfying, and it's given me a new (and very real) appreciation of how much CFS National does to support the regional associations and to promote Cancer Support France.

It's difficult for me to say what motivates me to be a volunteer with CSF. Like most people, I've lost friends and family to cancer and have seen the heartache and hardship it brings. Factor in living overseas, often far from family members, sometimes alone, and the desire to help, in any small way, becomes very strong. We can't do anything to change the situation, but if we can provide some small relief in terms of practical difficulties, or make someone feel a little less alone, then volunteering with CSF in whatever capacity has to be worthwhile. I'd also say that I've met some amazing people through CSF, many of whom I count as friends. The sense of collaboration and support is a very important factor that makes me want to be part of our association.

(Thank you to our volunteer, from the team and myself, for writing such an excellent and sympathetic piece for the newsletter- you're a star. Also for attending meetings with me at the CHU and La Ligue where her language skills were invaluable.

President).



Event Pictures

Vide Maison from which we received a very generous donation. Thank you to Debbie and Joe.



Our Friday Group friends with a stall at a local Vide Grenier. They donated all the money to our association. Thank you for their continued support



All decorated and ready for Octobre Rose at Chloébelle's Restaurant. Thank you Dee and Stef and your fantastic staff.



Afternoon Tea at Maple Tree Yoga. The host, Jo, has a raffle for us each time. Thank you Jo.

