

Helpline 0800 240 200



Supporting those touched by cancer in the  
Haute-Vienne, Creuse, Corrèze and Indre

Cancer Support France Haute Vienne (RNA No.: W873000485)

Siège: , 87360, Azat-le-Ris. [www.cshautevienne.org](http://www.cshautevienne.org)

CANCER  
SUPPORT  
FRANCE  
HAUTE-VIENNE

Notes for Supporting Members



## Guidance for members

### **How does a client become a client ?**

A key aim of CSFH -V is to enable their client to regain control of their life. So it seems appropriate that the person for whom support is needed take that decision him/herself. CSFH-V therefore does not accept requests for support other than from the person who is to receive it.

### **How ill does someone have to be to have support from CSFH-V?**

With France so proactive in trying to catch cancer at an early stage, fears about cancer can be real long before it is finally diagnosed. We can provide appropriate levels of support from the moment there is a real suspicion that cancer is a possibility. The partner or carer of the person concerned can also be supported if they wish.

### **What can CSFH-V offer?**

The statutes of the Association allow for the following support to be offered:

- Offer support to the client by being available to listen on the telephone or to respond by email
- Guide him or her 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
- Accompany him/her to appointments to assist in communication and provide a second set of ears.

### **What can CSFH-V not offer?**

CSFH-V's insurance is also governed by the statutes of the association. This restricts what can be offered under the CSFH-V umbrella or in its name. The Als are volunteers and even where their

career has been in a related field, they are not able within this framework to go beyond CSFH-V's boundaries.

So the following may **NOT** be offered under the CSFH-V banner:

- Practical help - baby sitting, lawn mowing, housework, shopping, taxi service
- Financial help of any kind
- Professional help or advice. If this is needed, CSFH-V will try to point the client towards where such advice may be obtained.

### **Can a friend be someone's AL?**

The strength of the relationship between a client and his/her AL is that the client is able to express his/her feelings as honestly as s/he wants to in the knowledge that what s/he has said is completely confidential. Therefore there would be a conflict of interests if the AL was a friend.

So in CSFH-V we would allocate an AL who had no prior knowledge of the client. The two roles are incompatible. It is really important to maintain a distinction between what you do as a friend and as a CSF member.

### **What do confidentiality and privacy mean for a member of CSFH-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. 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 CSFH-V telephone and email contact details should be passed on to prospective clients or their friends.

*Information on our code of confidentiality and privacy notice can be found at <https://www.cshautevienne.org/privacy/> Or flash the QR Code here*

