

Client Wellbeing - Volunteer Quick Guide

Supporting someone with cancer may sometimes mean responding when they feel suddenly unwell. You are **not** expected to be a medical professional.

Stay calm ☹️ Keep them safe ☹️ Get help ☹️ Offer reassurance

1. When to Be Concerned: Someone may need help if they suddenly experience:

- ☹️ Dizziness, weakness, or collapse
- ☹️ Trouble breathing or speaking
- ☹️ Chest pain or pressure
- ☹️ Confusion, disorientation, or unresponsiveness
- ☹️ Seizures or sudden shaking
- ☹️ Severe allergic reactions (swelling, rash, difficulty breathing)
- ☹️ Heavy or uncontrolled bleeding
- ☹️ A sudden change that feels unsafe or worrying

2. Keep the Person Safe

Do:

- ☹️ Stay calm and speak gently
- ☹️ Encourage them to sit or lie down
- ☹️ Remove nearby hazards if safe

Do not:

- ☹️ Move them forcefully
- ☹️ Give food, drink, or medication
- ☹️ Leave them alone

(Only assist with their own medication if they clearly ask.)

3. Get Help

Call 111 immediately if:

- ☹️ The situation feels serious or life-threatening
- ☹️ They collapse, have chest pain, trouble breathing, or become unresponsive
- ☹️ You are unsure what to do

For urgent concerns that do not feel life-threatening:

- ☹️ Contact your Community Coordinator or Manager
- ☹️ Follow guidance about notifying whānau or support people

4. While Waiting for Help

- ☹️ Stay with the person
- ☹️ Keep them comfortable
- ☹️ Reassure them calmly
- ☹️ Note what happened and when symptoms began

Specific support:

- ☹️ **Breathing trouble:** Sit upright, encourage slow breathing, hand inhaler if requested
- ☹️ **Seizure:** Do not restrain, do not put anything in mouth, clear space, roll onto side after
- ☹️ **Feeling faint:** Let them lie down, loosen clothing
- ☹️ **Chest pain:** Keep seated and still — call 111

5. Respect and Dignity

- ☹️ Ask before touching, when possible
- ☹️ Cover them with a blanket or jacket if appropriate

- ☹️ Always speak respectfully
- ☹️ Be mindful of cultural, spiritual, and whānau needs

6. After the Incident

- ☹️ Record what you observed & did
- ☹️ Follow reporting procedures
- ☹️ Notify your Community Coordinator
- ☹️ Seek debrief or support —
your wellbeing matters too

Volunteers Are Not Expected To:

- ☹️ Diagnose medical conditions
- ☹️ Provide medical treatment
- ☹️ Administer medication (except helping with their own if requested)
- ☹️ Lift or restrain someone
- ☹️ Drive someone to hospital in an emergency