



Cancer Society

Te Kāhui Matepukupuku o Aotearoa

Volunteer Driver

Handbook

Welcome to the Cancer Society

We're thrilled you've chosen to join our volunteer driving team. You are joining an incredible group of volunteers who provide a vital service to our clients in the South Island. Your contribution to the experiences of patients undergoing treatment will be substantial and rewarding.

About this Handbook/Ringaranga.

The information in this handbook will help you become familiar with our Driving Service, and the essential things that you need to know about being a volunteer driver. It outlines the responsibilities and boundaries of the role as well as guidelines to help you make the most of this experience.

Please read through this handbook carefully and refer to it during your volunteering work with us if any questions arise. If there is anything you are unclear about, have a chat with one of our team members before starting any driving.

We're here to help.

Depending on your location, your driving will either be coordinated by a Driving Service Coordinator, a designated person from your local Cancer Society Centre or one of our Rural Support Groups who operate in the areas where we are not physically located. You'll receive the contact details for your Driving Coordinator as part of your induction.

The key contacts in your Area are:

Community Coordinator:

Name, phone and email

Driving Service Team:

Name, phone and email

Community Manager:

Name, phone and email

Please refer to your local contacts.

Volunteer Driver Role Description

Purpose of the role

To assist with the provision of transport for people requiring treatment for cancer to the place of treatment and to other cancer related appointments.

Volunteer Drivers report to the Community Manager and Community Coordinator – Cancer Society Southern.

Key tasks

- ✦ Call the client at least 1 (one) business day before their appointment to confirm arrangements
- ✦ Collect the client in time to get them to their destination, while driving at a safe and comfortable speed
- ✦ Deliver the client to agreed waiting areas or drop off zones
- ✦ Collect the client at the completion of treatment and drive them home

Key personal requirements

- ✦ Current, full, clean New Zealand driver's license
- ✦ Completed driving assessments as required (including refresher training and assessments).
- ✦ Maintain a legal, insured vehicle in a clean and tidy condition.
- ✦ Be an experienced, safe, and considerate driver with a clear driving record.
- ✦ Have a friendly, caring, and sensitive manner, with an understanding of the needs of those being treated for cancer.
- ✦ Non-judgmental and respectful of different cultures and values.
- ✦ Respect the confidentiality of all patient information and details.
- ✦ Create and maintain strong personal boundaries.
- ✦ Reliability, flexibility and able to cope with last-minute schedule changes or adjustments.

Time commitment

Our Driving Service operates between during business hours Monday to Friday. We don't operate on weekends or public holidays, or during the Christmas/New Year period. Driving assignments vary in length but are usually 2 - 4 hours. These can sometimes be longer depending on the availability of volunteers, distance of the patient from the hospital, nature of treatment and delays at the hospital. There are options to be 'local only' or 'long distance drivers' depending on your availability and your community's needs.

We try to allocate drives equally amongst our volunteer drivers. However, this all depends on the number of clients we have using the driving service, how many are in your postcode area, what kind of treatment or appointments they are having, and the number of volunteer drivers available.

Ideally you will be available for multiple days during the week – the more availability and flexibility you have, the more driving assignments you are likely to be able to accept but we will work with you to see what suits best.

You will also be required to attend an orientation when you start and annual refresher training along with opportunities for other social events during the year.

About the Driving Service

Intent of the driving service

The driving service is designed to support people living with cancer by complementing the care provided by family and friends. Funded by the Cancer Society and delivered by our dedicated volunteers, it is a valued but finite service and is prioritised for those most in need.

While we aim to assist wherever possible, there may be times when transport cannot be provided due to availability or short-notice requests. Clients are encouraged to make alternative arrangements when needed, and taxi chits may be offered when a volunteer driver cannot be arranged.

As a volunteer driver, you'll generally be providing transport for people undergoing treatment who:

- ✿ have no or limited family or friends available to help
- ✿ are elderly and/or cannot drive in city traffic, or
- ✿ are unable to drive themselves because of their illness

We undertake to ensure our volunteers are not:

- ✿ required to drive children
- ✿ required to drive people who are severely limited in their mobility. However, clients may have walkers or wheelchairs, let the team know if space in your boot is limited.

Challenges.

Whilst volunteer driving is fun and rewarding work for the most part, there are a few challenges that our current volunteer driving crew thought would be useful for you to know about upfront – here's what they had to say:

- ✿ On occasion you'll be driving through peak hour traffic – this can be frustrating, but be patient, you are doing it for a good cause!
- ✿ Being patient is key as sometimes the waiting time can be lengthy, especially if you choose to wait for a client while they are in the appointment.
 - A lot of us use this time to run a few errands if you can do this close by. Or they take a book or walking shoes so they can go for a stroll while waiting.
- ✿ Not offering advice – medical or other. It can be really tempting to offer advice, but you need to remember that this isn't your job and it can do more harm than good.
- ✿ Showing empathy to patients who may be feeling unwell – sometimes it can be hard to know what to say, and it can be tough seeing clients who are so unwell.
- ✿ There may also be the normal challenges that come with driving – sunstroke, fatigue, roadworks and night driving

If you have concerns about a client's safety relating to possible inability to look after themselves, self-harm, or other safety concerns (including your own safety) let us know immediately.

Driving – the key points

Our clients...your passengers

Clients come to us by referral. Often these referrals are made by the health professionals who are overseeing their treatment plan. They assess an individual person's needs and if they identify that they might need help with transport to their treatments they will make a referral to us.

Sometimes clients will be referred by another team within the Cancer Society, and other times clients will self-refer after hearing about us from family, friends or somewhere else.

Driving assignments

Each driving assignment can vary depending on the area you are driving from and the type of appointment the client is having. When discussing the assignment with you, the team will give you an indication of the time required. Please keep in mind that sometimes there are late changes which are out of our control. When this happens, we will tell you as soon as we find out there is a delay and will try to ensure any inconvenience is kept to a minimum.

Driving assignments are shared as evenly as possible, though demand can vary. Drivers may decline assignments at any time, and availability can differ by postcode. We appreciate your patience as we as we work to balance all these things – it can be quite a challenge at times!

Support people accompanying the client

Clients can bring a support person with them. Often this will be a family member or friend, sometimes it might be an interpreter.

We'll do our best to let you know beforehand if they will be bringing someone along, but sometimes we don't know whether a client will be bringing a support person with them, so it's best to assume there will be a second person most of the time. We ask clients to limit these to one person.

Dealing with direct requests from clients

You should **NEVER** respond directly to clients or other persons requesting assistance for transport nor make independent arrangements. Always refer them to the Driving Coordinator. This is important because:

- ✿ As a Cancer Society volunteer you are covered by the policies and procedures of the Society
- ✿ If for any reason you cannot carry out such an assignment (that you have prearranged) the patient could be left stranded and unable to get to their treatment

When you accept a driving assignment you will be given the:

- ✿ Name, address, and phone number of the client
- ✿ The time of their appointment and the likely duration, any special needs that may be relevant.
- ✿ Any potential hazards, e.g. steep driveways, dogs on properties.
- ✿ Any other special instructions, e.g.: if an interpreter or support person will be coming along with them

THE PERSONAL AND TREATMENT APPOINTMENT DETAILS THAT YOU WILL RECEIVE PRIOR TO A DRIVING ASSIGNMENT ARE CONFIDENTIAL AND SHOULD NOT BE DISCUSSED WITHOUT REASON.

Driver Responsibilities

Confirming travel arrangements with the client

- ✦ Clients will be expecting to hear from you before their appointment, so please get in touch a couple of days beforehand to confirm plans and put them at ease.
 - Minimum expectation is the day before, or on Fridays for Monday appointments.
- ✦ As people living with cancer are often elderly or hard of hearing, please let the phone ring longer than normal.
- ✦ The driving coordinator should have provided you with the client details such as their name. Please use their name and ask for clarification if you are struggling with pronunciation.
- ✦ Introduce yourself, agree on pick-up details, and share your phone number in case plans change on the day. They will also need your phone number to let you know when their appointment has ended.
- ✦ If you're unsure about any special needs, it's always okay to double-check with the client.
- ✦ Please plan to arrive early and allow extra time for traffic, parking, and accessibility.
- ✦ If you're ever unable to complete a scheduled drive, let us know as soon as possible.

As the driver, it's your responsibility to get them to their appointment on time so you make the decision as to how long it will take to get there. Make sure you arrive early and plan for a realistic and comfortable time frame that allows for accessing the vehicle, traffic, parking **AND** a margin of error!

Picking up a client

When you arrive to collect a client, please park as close to the front entrance as possible and go to the door to let them know you've arrived. While some clients may wait at the gate or roadside, you should generally expect to meet them at their front door and return them there after their appointment.

Please wear your Volunteer ID nametag so clients know you are a Cancer Society Volunteer Driver, unless the Driving Coordinator has advised otherwise.

Occasionally, clients may request discretion because they have not shared their diagnosis with others. In these cases, respect their wishes when collecting them, but ensure your ID is visible at the hospital drop-off so staff and volunteers can identify you. **It is important that we respect the client's right to manage their own situation in the way they see fit.**

Clients using the service must be reasonably mobile, though some may appreciate light assistance. When you meet them, take a moment to check if they have any preferences or needs for the journey, such as seating arrangements.

If a client feels too unwell to travel or declines to attend their appointment, please let the Driving Coordinator know. It is not your role to persuade them to go, but this information is important for us to follow up.

As you leave your clients premises, don't forget to note down your starting odometer reading to accurately record your mileage. Some drivers like to keep a record of all their drives to look back on over time.

Pick up's and drop off's

It is important that you allow plenty of time to make the journey safely so that the person you are transporting arrives unflustered and on time for their appointment.

When you arrive at the hospital or treatment location to drop them off:

- ✦ Drop clients off as close to the main entrance as possible.
- ✦ Give the client your mobile phone number so they can contact you if their appointment finishes early or is delayed.
- ✦ Confirm where you will collect them afterward (usually in the same place you dropped them off) and ask them to call or text you when ready.
- ✦ If a client needs more assistance than you can safely provide to enter the building, ask a hospital orderly for help. Wheelchairs are available at hospital entrances.
- ✦ Do not accompany clients into their appointment. Respecting these boundaries helps clients feel comfortable and keeps their routine undisturbed.
- ✦ If you are concerned that a client may not be able to get in and out of the vehicle independently for the return journey, contact the Driving Coordinator as soon as possible so alternative arrangements can be made.

When you arrive to pick them up again and take them home:

- ✦ It's not uncommon to miss each other at pick-up, as you may have had limited face-to-face contact and clients often see multiple drivers during the week.
 - Take note of what the client is wearing to help you recognize them.
- ✦ Anxiety, fatigue, treatment effects, and age can make it harder for clients to retain details or recognise drivers later in the day.

If you've been waiting longer than expected, please speak with the Driving Coordinator or Oncology Reception so they can help locate the client.

Dealing with delays and changes

It's important to be aware that there can often be delays for people undergoing cancer therapy that are impossible to anticipate in advance. If treatment is delayed, it may be for any of the following reasons:

- Medical intervention
- Further investigation required
- Patient condition
- Equipment breakdown

Although every effort is made to avoid these delays, we do understand that it can be frustrating. Your patience and understanding are greatly appreciated! If there's a delay, either the client, the hospital or the Driving Coordinator will try to let you know what's happening as soon as possible. However, there may be times where they are unable to contact you.

If you've been waiting longer for the patient to return than expected and can't wait any longer, contact the Driving Coordinator to let them know.

Parking

Christchurch Hospital

- ✿ There is no parking available at Christchurch Hospital. Please drop off the client at the identified entrance in your driving assignment email.
 - Parking is available at the Multicultural Recreation & Community Centre located at 455 Hagley Avenue, Christchurch Central City.

Christchurch Women's Hospital (Christchurch Hospital Campus)

- ✿ There is no parking available at Christchurch Women's Hospital. Please drop off the client at drop-off area at front entrance of the hospital.

Hagley Outpatients (Christchurch Hospital Campus) – the tall orange building opposite the main hospital!

- ✿ There is no parking available at Hagley Outpatients building. Please drop off the client at the drop-off area at the front entrance of the building.

St George's Cancer Care Centre

- ✿ Dedicated parking spots are located outside the centre, off Leinster Road.

Canterbury Cancer Centre

- ✿ Parking available on site, down the side of the building is preferable. Not directly in front of the entrance if possible.
- ✿ Out-of-town drivers are welcome to use the lounge at the Canterbury Cancer Centre to wait for their clients.

Burwood Hospital

- ✿ Visitor parking outside main entrance.

Ranui House

- ✿ Two free ten-minute public parks in front of the House on Cambridge Terrace.

Timaru Public Hospital

- ✿ Oncology is situated at the rear of the hospital with an entrance and carpark off High Street. Outpatients can be accessed through the main entrance.

Dunedin Public Hospital

- ✿ Volunteer drivers' area able to park in the basement of Oncology building is entered off Cumberland Street – car parks marked as Cancer Society can be used, with volunteer car sign. Short term parks area available at street level carpark by Oncology entrance along from A&E.

Driving Records and Reimbursement

Reimbursement of expenses

Mileage:

We will reimburse you for agreed, reasonable expenses incurred during your volunteer driving. This typically takes the form of a mileage reimbursement to cover fuel costs incurred. We reimburse mileage at a rate of .53c per km.

It is at your discretion whether you choose to apply for reimbursement. Some of our drivers choose not to and view this as part of their volunteering 'giving', while others require reimbursement to enable them to cover their fuel costs.

To be reimbursed for a driving assignment:

- ✦ complete the 'Volunteer Mileage Claim' form and email this to accounts@southernccancer.org
OR
- ✦ Please indicate when you load your hours into My Impact if you wish to be reimbursed for mileage.

Other expenses:

We will also cover expenses incurred if your vehicle is soiled by a client due to illness while they are in the vehicle. Please contact us as soon as this occurs so we can help you get your vehicle cleaned and apply for reimbursement.

Calculation of mileage

Mileage is calculated from the volunteer drivers home address to the place of appointment (and return).

We use our database records and Google Maps are used to calculate mileage and check off volunteer driver mileage claims when they are submitted.

Recording and reporting on driving statistics

We keep records of drives and mileage. This is important for several reasons:

1. Reporting – we need to understand how many drives are happening and where, to help us with budgeting, future planning and grant applications.
2. We also have national reporting which all Cancer Society divisions contribute to. This is used for national funding, marketing and public relations activities.
3. Safety – it helps us know who is driving and where, so that in the event of an emergency we know where you all are.
4. Recognition – we can't recognise the amazing work you do if we don't have a record of when you are doing it!

Driving Service Guidelines/FAQ

Driver and Vehicle Requirements:

To ensure a safe, high-quality service, volunteer drivers must have a clean full New Zealand Driver Licence. The vehicle must have a current Registration and Warrant of Fitness with at least Third-Party insurance. It should not affect cover, but notification is encouraged.

Please let us know if boot space is limited, as some clients may need room for a walker, wheelchair, or luggage.

Drivers aged 75 and over:

- ✦ Driver licences must be renewed at ages 75, 80, and every two years thereafter.
- ✦ A medical and vision check is required from age 75.
- ✦ Let us know promptly if you have any major health changes. These requirements are in place to keep you, your passengers, and other road users safe.

Dress Code:

- ✦ Be neatly presented and maintain a high standard of personal hygiene.
- ✦ Avoid perfume or aftershave, as many clients are sensitive during treatment.
- ✦ Always wear your Cancer Society Volunteer ID, unless advised otherwise for a specific situation.

Client wellbeing and comfort

- ✦ If a client feels unwell during the journey, drive smoothly, allow airflow, and avoid sudden braking.
- ✦ Having items such as wet wipes or a plastic bag available can be helpful.
- ✦ If your vehicle is soiled due to illness, cleaning costs can be reimbursed.

Clients may experience many changes during treatment. A calm, respectful manner and gentle communication make a real difference.

Professional Boundaries:

- ✦ Please do not sell items, fundraise, or solicit donations from clients or families.
- ✦ Short medical-related stops are acceptable; extended personal errands are not.
- ✦ Politely decline invitations into clients' homes. This helps maintain professional boundaries and protects both you and the client.

Pets, odours, and difficult situations

- ✦ Only approved assistance dogs may be transported; all other pets should stay at home.
- ✦ Manage unpleasant odors discreetly using ventilation rather than actions that may embarrass the client.
- ✦ If a client makes uncomfortable or inappropriate conversation, respond with empathy and let the Driving Coordinator know afterward if needed.

Planning your journey:

- ✦ Check the client's location and estimated travel time in advance.
- ✦ Use tools like Google Maps to familiarise yourself with routes, landmarks, and parking.
- ✦ Allow extra time for traffic, accessibility, and unexpected delays.

If you're not receiving many assignments

Some areas experience lower demand at times. This doesn't reflect your value as a volunteer.

If you're keen to drive more, contact the Driving Coordinator to discuss other areas or opportunities. We also offer a range of volunteering roles—please get in touch if you'd like to help in other ways.

Confidentiality & when to share

Confidentiality

- ✿ All information about clients is confidential. This includes personal details, health information, family or legal matters, finances, and relationships.
- ✿ As volunteer drivers, you may hear sensitive information as clients share their experiences. This trust must always be respected.
- ✿ Sometimes clients simply want to talk and feel heard. Listening without passing on information is often all that is needed.
- ✿ Do not share any client information with friends, family, colleagues, or at social occasions, even in general conversation.
- ✿ To maintain confidentiality and respect privacy, avoid asking questions that could feel intrusive or touch on sensitive topics.

When to share

If the client you are driving does not give you permission to share sensitive information that you feel is important to disclose, but you are concerned for their safety or self-care (e.g. Disclosures about self-harm or domestic violence), then **you must tell our Driving Coordinator or a member of the Cancer Society Team as soon as possible**.

If you cannot contact us, you could also call the **0800 CANCER** line. Let the client know it is your obligation to do so and do not be dissuaded. In an emergency where you believe the client is at immediate risk dial 111.

Your Privacy

Be mindful of your own privacy – this helps in maintaining appropriate personal boundaries. Never give clients your surname/family name, or home address, and we recommend that you don't form friendships with clients you are driving to treatment. If there are clients you think may need extra support, notify a member of the Cancer Society team and/or the Driving Coordinator.

Conversation in the car

- ✿ Let the client set the pace for conversation—some enjoy chatting, while others may prefer quiet. Both are perfectly okay. Light, everyday topics such as family, hobbies, or holidays are often welcome if the client is keen to talk.
- ✿ If a client shares their experiences or conditions, listen with care and support. Avoid offering medical advice, and where appropriate, suggest the **0800 Cancer Helpline** for further support.
- ✿ Even if you have personal experience with cancer, please avoid sharing opinions or advice, particularly about medical or alternative treatments.
- ✿ Drivers can help connect clients with Cancer Society support by gently opening the conversation and offering a referral when appropriate. Simple questions like *“How are things going for you?”* can help identify whether additional support may be useful.
- ✿ If a client shares something that may need professional follow-up (for example, new pain or distress), encourage them to speak with their doctor and ask for permission to share the information with someone who can help. If a client is reluctant to share concerning information, explain kindly why involving professionals may be important for their wellbeing.
- ✿ If you are unable to obtain permission and are concerned about a client's safety, health, or self-care, you must inform the Driving Coordinator or a member of the Cancer Society team.
- ✿ **If you feel unsure, uneasy, or need to debrief after a drive, support is available—please contact the Driving Coordinator or Cancer Society team.** Additional supervision can be provided if needed.

Volunteer Driving Policy

Volunteers who, under the name of the Cancer Society, provide transport for patients, their whānau and members of the public, or who drive a Cancer Society Vehicle, assist in areas of the Society's work that have a high profile in the community. As such, it is necessary to ensure that the service is safe and of a high quality.

- Volunteer drivers are required to abide by all current NZ laws and regulations.
- Volunteer drivers can only provide transport to clients authorised by Society staff and who have mutually agreed to by the client/whānau/carer and volunteer driver.
- Driving Competence Assessment – volunteer drivers are required to participate in a driving competence assessment when they begin volunteer driving, and every five years thereafter. This is organised and paid for by the Society.
- Volunteers using their own vehicles must have a current driving license, warrant of fitness, registration, and a minimum of third-party insurance.
- Drivers must inform the Driving Coordinator or member of the Cancer Society team if they experience a change in their health which may compromise their safety or the safety or comfort of a client or passenger. The Cancer Society has the right to approach volunteer drivers to discuss health and fitness matters and may require proof of medical clearance to ensure fitness to drive.
- The Cancer Society has a smokefree policy, therefore volunteers must not smoke or vape in their vehicles when providing transport for cancer patients and or their whānau. It is essential that patients are not driven in a vehicle smelling of cigarette smoke.
- If you have an accident while on an approved driving assignment, we will reimburse the excess on your insurance claim if you were in no way at fault or liable for the accident and are not reimbursed from any other source.
- A public liability policy held by the Cancer Society covers volunteers as well as employees. It indemnifies claims which arise from accidents during the Division's activities, and which cause injury to persons or damage to property.
- ACC contributes towards the cost of medical treatment if the claim meets its criteria. Volunteers whilst engaged on Cancer Society activities are not eligible for Earnings Related Compensation. Any claim made by a volunteer would be looked upon as a claim for non-work injury. Contacting your nearest ACC Branch Office can provide further information.

Driver Safety

Reporting accidents and incidents

If you are involved in an accident/incident while volunteering for us, even if its minor, we need to know as soon as possible, our priority is the wellbeing of yourself and your passengers.

In the event of an accident/incident stop immediately and take all necessary precautions to prevent further harm. If the situation warrants it, don't hesitate to call 111.

As soon as practical after the accident or incident contact the Driving Coordinator or member of the Cancer Society team to let us know what has happened. We will provide you with an [incident form](#) to complete and return to us within 36 hours.

The basics of keeping safe for accidents or breakdowns

Should you come across an accident or be involved in one:

- ✳ Stop immediately and take all necessary precautions to prevent harm or further harm.
- ✳ Park your vehicle a safe distance away with your hazard lights on.
- ✳ If help is needed, call emergency services.
- ✳ If someone has required medical intervention, tell the police within 24 hours.
- ✳ If no one is hurt, you must still exchange contact details, car models, registrations numbers and insurer details.
- ✳ If you can't find the owner of the other vehicle, you must tell a police officer as soon as possible and no later than 48 hours after the accident.
- ✳ Notify your insurance company as soon as possible after the accident.
- ✳ Notify us as soon as possible and complete our [incident form](#).

Other safety basics

- ✳ All drivers are legally bound to wear a seat belt when driving. It is also a legal requirement that all passengers wear a seatbelt, and it's the driver's duty to ensure this is the case.
- ✳ Whilst it's important to accommodate a client's needs, these needs must be balanced by your primary responsibility to drive the car safely, be mindful of other road users, and ensure the client's and your wellbeing.

The Driving Service and Cancer Society team are available to you for support. We understand there may be issues that arise or matters you would like to talk about with us or with another professional, so don't hesitate to call us if there is anything you want to discuss regarding your volunteer role.

Client Wellbeing

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 unresponsive
- ☹️ 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

Thank you for volunteering with Cancer Society Southern.