

Sally-Ann Mayne, 57, of Kendal, has been volunteering for CancerCare for 10 years as a receptionist at the Lakes Centre in Kendal.

Sally has had cancer three times and wanted to give something back to her local cancer charity by volunteering.



How did you become a volunteer?

After my youngest flew the nest I wanted to do something to help fill my time that was constructive and made me feel needed. I also wanted to do something to be supportive of others.

Why did you decide to volunteer for CancerCare?

I have had cancer three times and even though I didn't use CancerCare's service as I wasn't living in the area at the time, my breast cancer nurse was amazingly kind and always there for me and that is what I wanted to be able to offer to CancerCare.

What does your role involve?

I open up the building in the morning and check the answerphone for any messages received overnight and deal with them accordingly.

General reception duties include welcoming staff, therapists and clients and ensure everyone abides by the COVID regulations that are in place at present.

Many of the therapists (aromatherapy, reiki, reflexology) use towels and sheets for clients which need to be changed and washed after each session so I make sure this is done. Some days there can be numerous loads!

What have been the best bits and challenges of your role?

In normal circumstances, I enjoy making the clients a hot drink, having a chat and getting to know them. Some arrive up to 30 minutes before their appointments so there is ample opportunity for a good natter – I love that!

Top tips for people wanting to get into volunteering:

Smile! A nice smile can mean so much to someone nervous about making their first step through the door and be ready to engage with, and listen to, them.