



The EMPLOY Charter

Breast Cancer Care's guide to
best practice in the workplace

Information for
employers

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Introduction

This booklet explains the best practice guidance set out in the EMPLOY Charter. It aims to help employers understand the needs of an employee diagnosed with breast cancer and also contains sources of further information and support for both employees and employers.

Breast cancer and employment

Breast cancer is the most common cancer in the UK. More than 44,000 women and 300 men are diagnosed each year.

Breast cancer starts when a single cell in the breast begins to divide and grow in an abnormal way. Breast cancer is not one single disease and there are several types of breast cancer. It can be found at different stages of development and can grow at different rates. Breast cancer is a complex disease and it is difficult to predict what course it will take.

The term primary breast cancer describes breast cancer that is only found in the breast area. Secondary, or metastatic, breast cancer occurs when breast cancer cells spread to other parts of the body. A diagnosis of secondary breast cancer means that the cancer cannot be cured. However it can be treated and controlled, sometimes for years, and some people with a diagnosis of secondary breast cancer may feel well and be symptom free for a long time. For more information see our **Secondary breast cancer** booklet.

Treatment for breast cancer may involve any or all of the following: surgery, chemotherapy, radiotherapy, hormone therapy, and targeted therapy such as Herceptin. The order people have treatment in can differ from person to person.

The emotional and physical impacts of a diagnosis of breast cancer will also vary between individuals.

For more details on breast cancer, its treatments and possible side effects, see 'Further information' on page 26.

'I felt the need to normalise the situation. When you have a life-threatening disease it can take over every aspect of your life and deny you who you are! Working kept me focused on who I was.'

A diagnosis of breast cancer can have a major impact on many areas of a person's life, including their employment. It can raise a number of concerns for the employee, including the financial impact of any time off sick or reduction of working hours and managing the side effects of treatment alongside the pressures of work.

'It was very important for me to feel that I could resume "normal" life (as far as possible) both for personal reasons (I didn't want to be a full-time cancer patient) and family reasons (I wanted my children to feel that life was not affected too dramatically by the cancer).'

Continued employment can also be an important coping strategy - a welcome means of getting 'back to normal' after the impact of a diagnosis of breast cancer.

The EMPLOY Charter - Employees

The EMPLOY Charter has been created to make things better for people who have been diagnosed with breast cancer and are in employment.

The charter and this booklet can be used to prepare for meetings between employers and employees to discuss a diagnosis of breast cancer and its implications for work.

It may be helpful for both the employer and the employee to have a copy of this booklet. Visit www.breastcancercare.org.uk/employ to download or order extra copies.

The quotations throughout this booklet are from people sharing their experiences of employment after a diagnosis of breast cancer.

Breast Cancer Care's EMPLOY Charter

The EMPLOY Charter uses each letter of the word EMPLOY to provide best practice guidance on how employers can support members of staff who have had a diagnosis of breast cancer. The charter also points out the legal employment rights of people with cancer and employers' corresponding responsibilities under disability discrimination law in the UK.

The EMPLOY Charter is informed by:

- a 2006 survey on employment issues of 417 people with breast cancer
- a 2008 focus group for people with secondary breast cancer
- the expertise of Breast Cancer Care's staff, including the clinical team
- input from an expert advisory group, including people with breast cancer, human resources (HR) experts, employment solicitors and a representative from Employers' Forum on Disability
- input from members of our Campaign Panel, all of whom have had a diagnosis of breast cancer.

Breast Cancer Care strongly believes that showing sensitivity and loyalty in the employment of people diagnosed with breast cancer makes good business sense. In the UK, women have a 1 in 9 risk of developing breast cancer over their lifetime. It is likely that most large or medium-sized employers already employ someone affected by breast cancer or will do in the future.

Many people with breast cancer will return to work after treatment and some will continue to work during treatment. To retain these employees, they should be treated with understanding. This may in turn contribute positively to overall employee morale and send a strong internal message to other employees that they work for a caring and responsible employer.

Breast Cancer Care recognises that each employer's situation is unique and that some of the best practice examples provided may be more appropriate to some workplaces than others. Many of the responsibilities covered by the DDA are in terms of what is 'reasonable'. What is considered 'reasonable' for a large employer is likely to be different to what is considered 'reasonable' for a small employer. However, we would like to see all employers working towards best practice.

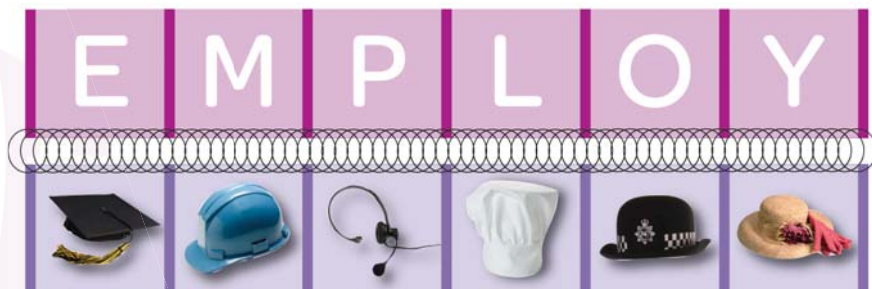
For details of further sources of information and support to help businesses and organisations support employees with breast cancer, see 'Further information' on page 26.

More information about the EMPLOY Charter, and the research behind it, can be found in **The EMPLOY Charter policy briefing**. Visit www.breastcancercare.org.uk/employ to order or download a copy.

Some of the information in this document is of a legal nature. It is intended solely to provide an overview. No responsibility can be accepted for the completeness or accuracy of the legal information and professional legal advice should be sought in relation to any specific situation.

The EMPLOY Charter

Breast Cancer Care's guide to best practice in the workplace



Employer-employee dialogue

An employee with breast cancer should have the opportunity (but not the obligation) to have regular meetings with their employer to discuss the impact of their diagnosis on employment. Meetings should include discussion around reasonable work adjustments, time off needed, arrangements for transfer/effective management of the employee's work during sickness absence, phased return to work after time off and the possibility of flexible working.

Money matters

The employer should provide clear information on an employee's financial entitlements including company and statutory sick pay and other relevant company benefits. The employee should be signposted to sources of specialist financial advice.

Prejudice-free workplace

All employees affected by breast cancer have the right to work in a sympathetic environment, free from prejudice. An employee's privacy should be respected.

Listening to the individual's experience

Everyone's experience of breast cancer is different and the medical treatments required will vary. An employer should take the time to listen to and understand the employee's individual treatment plan, experience of breast cancer and decisions about work, and accommodate the individual employee's needs where possible and reasonable.

Off work time

An employee with breast cancer should not have to use annual leave for medical appointments, treatment and recovery from treatment, including breast reconstruction surgery. An employee should be able to attend prosthesis fittings and hair loss services where necessary, as well as emotional support services, through flexible working arrangements.

Your responsibilities under disability discrimination law

People with cancer are covered by the Disability Discrimination Act. Their employer is required to make reasonable adjustments to help them at work. An employee should not be treated less favourably than colleagues because of their breast cancer or for a reason relating to their breast cancer, nor should they be subjected to harassment.

There are some areas in all of these points that may be regarded as legal requirements for the employer. Where this may be the case, it is indicated in our fuller explanations of the charter points set out on the following pages.



E



Employer-employee dialogue

An employee with breast cancer should have the opportunity (but not the obligation) to have regular meetings with their employer to discuss the impact of their diagnosis on employment. Meetings should include discussion around reasonable work adjustments, time off needed, arrangements for transfer/effective management of the employee's work during sickness absence, phased return to work after time off and the possibility of flexible working.

After an employee has informed the employer of their breast cancer diagnosis, they should be able to have a confidential discussion about the impact of their diagnosis on their life and their ability to carry out their work. This discussion should be between the employee and their line manager (the person who has a day-to-day relationship with the employee) and, where available, a member of human resources (HR). The discussion should include future plans and, in particular, how company policies will impact on an individual. The line manager or HR representative may need guidance or time to carry out research in order to plan the best way to support the employee.

The employer should recognise that discussing a diagnosis of breast cancer and treatment plans may be difficult and upsetting. They should try to create a sympathetic and confidential environment and tell the employee about any support they can offer. The employee should be able to talk about who they want to know about their diagnosis and what they want these people to be told. The employee

may wish to ask if a supportive third party could be present, such as another colleague, a friend or family member or trade union representative.

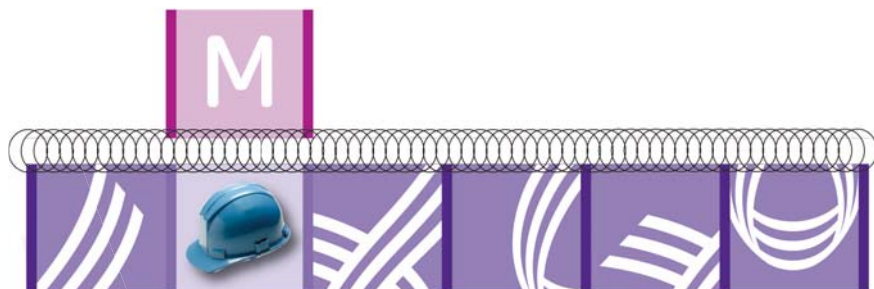
The content of the medical information discussed should be decided by the employee. Some employees may wish their line manager or HR representative to know the details of their diagnosis and treatment plans so they can better understand what they are experiencing. Others may view this as very private information and may feel more comfortable keeping the medical information discussed to the minimum. It is however important that employers know enough to allow for the forward planning of work arrangements and fulfil their legal obligations to make reasonable adjustments.

There are a number of key areas that the employee and employer will need to talk about. These may include the following, but this is not an exhaustive list.

- Time off needed. See page 18 for more information.
- Arrangements for the effective handover of the employee's work, duties or responsibilities during sickness absence.
- Phased return to work after time off sick.
- Adjustments to the employee's work targets.

Work adjustments may be required under disability discrimination law, but the adjustments needed will vary and must be considered on a case by case basis. See page 21 for more information.

The employer should keep reasonable contact with the employee during any time off sick to reassure them that they remain a valued employee. The employer and the employee should agree on a schedule for keeping in touch during the time off. Reasonable contact will depend on the individual circumstances and employers should be sensitive to the emotional needs of the employee.



Money matters

The employer should provide clear information on an employee's financial entitlements including company and statutory sick pay and other relevant company benefits. The employee should be signposted to sources of specialist financial advice.

Financial concerns can be a significant source of anxiety for a person undergoing treatment for breast cancer at what is an already stressful time. People affected by breast cancer often have to find money for a whole range of unplanned expenses, such as childcare, travel to treatment or hospital parking fees. This can be particularly hard at a time when they may be on a reduced income as they can only work in a limited capacity due to their illness and treatment. Depending on where the patient lives in the UK, they may also have the financial burden of prescription charges for long-term drug treatments such as hormone therapies. Prescription charges have been abolished in Wales. The Scottish Government has announced proposals to phase them out in Scotland by April 2011.

'Apart from the shock of being diagnosed with breast cancer, one of the biggest concerns I had throughout my treatment was how I was going to cope with work. As a single parent with two teenagers, I couldn't afford to give up my job.'

It is important that the employer provides the employee with clear information on their financial entitlements, including company and statutory sick pay and any impact of time off sick on pensions, health insurance or any other company benefits. This should be provided in written, as well as verbal, format, so that the information can be kept for future reference. Access to some employer-related or state benefits, including private health insurance and early retirement on the grounds of ill health, may require a medical assessment and employees should be given full information about the procedure for this.

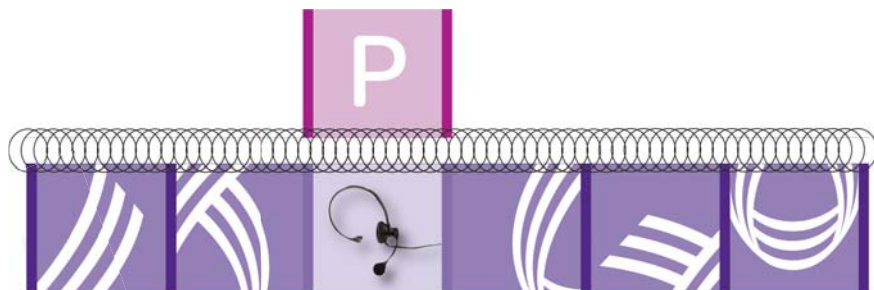
'I am entitled to six months' full pay and six months' half pay whilst off sick. I did not really feel well enough to return after four months, but wanted to keep the option open for another two months' full pay in case I was ill again at a later date.'

While it is not the employer's role to advise staff members on finance and state benefits, it would be good practice for an employer to signpost the employee to sources of further financial advice and information, including pensions and state benefits advice.

For information on benefit entitlements, employees may find our **Breast cancer and benefits** factsheet useful.

Macmillan Cancer Support also produces a comprehensive information resource of financial information for people affected by cancer called **It all adds up**. See 'Cancer organisations' on page 30 for contact details.

'The support from my employer was crucial for two reasons: firstly, I could take time off without any financial loss and, secondly, I felt valued and this was a positive message so much needed at that time.'



Prejudice-free workplace

All employees affected by breast cancer have the right to work in a sympathetic environment, free from prejudice. An employee's privacy should be respected.

All employees affected by breast cancer should be able to continue to work in an environment that is sympathetic to the experience the employee is going through, yet respects that employee's privacy and the confidentiality of medical information. To be the subject of 'workplace gossip' can be very distressing, particularly at what is already a very stressful time.

'I found that my work colleagues were very unsure of what they felt they could say to me, and consequently one or two people, because of their insecurities about my operation, became very defensive.'

Some colleagues may find it difficult to talk about cancer and may inadvertently behave in a way that can be perceived as insensitive or harassing by the employee affected by breast cancer. This can be distressing for them, even when it is not intended. For example, insensitive comments on changes in appearance since commencing breast cancer treatment, such as hair loss or the wearing of a compression sleeve for lymphoedema (swelling of the arm, hand or breast area caused by damage to the lymph nodes in the armpit from surgery or radiotherapy), can be very upsetting.

'I work as a receptionist. For me, lymphoedema and wearing a sleeve are the only outward signs of my cancer.'

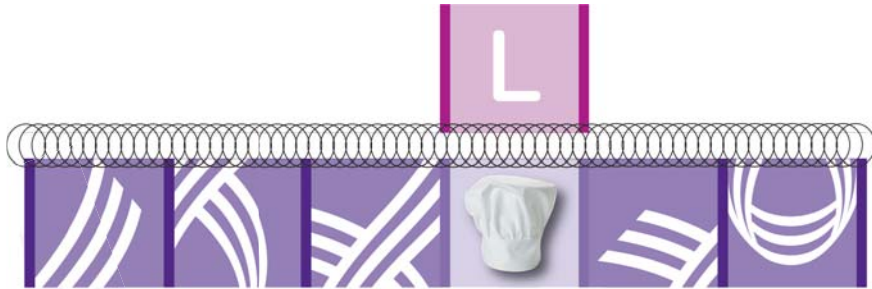
In larger companies members from departments such as HR and internal communications might want to work together to ensure that staff members understand the impact of cancer in the workplace and what is reasonable and sensitive behaviour.

'With cancer, you have to deal with the "C" word and people's (and your own) assumptions about what it means.'

An employer should not make assumptions about what an employee diagnosed with breast cancer is able or not able to do, or the decisions that they may want to make about their employment. As the next point in the charter explains, the experience of breast cancer is very individual and therefore it is important to take the time to listen to, understand and accommodate the individual employee's needs where possible and reasonable.

'I think my colleagues were sometimes puzzled about the treatment I was having and thought I was having a very "weak" chemo or not even proper chemo as they had thought I'd lose my hair and be thin and sick.'

The Disability Discrimination Act outlaws discrimination and harassment against an employee because of their cancer or any related issues. This legal right is in place from the point at which they have the condition. For more information, see page 21.



Listening to the individual's experience

Everyone's experience of breast cancer is different and the medical treatments required will vary. An employer should take the time to listen to and understand the employee's individual treatment plan, experience of breast cancer and decisions about work, and accommodate the individual employee's needs where possible and reasonable.

'If I had to advise an employer about dealing with people going through cancer treatment, I would say, "don't make assumptions". Everyone is different. Don't assume on the one hand that the person will want to take six or nine months off work, but don't assume they won't and don't assume that the issues will be the same throughout the period of treatment. The different parts of the treatment bring different challenges.'

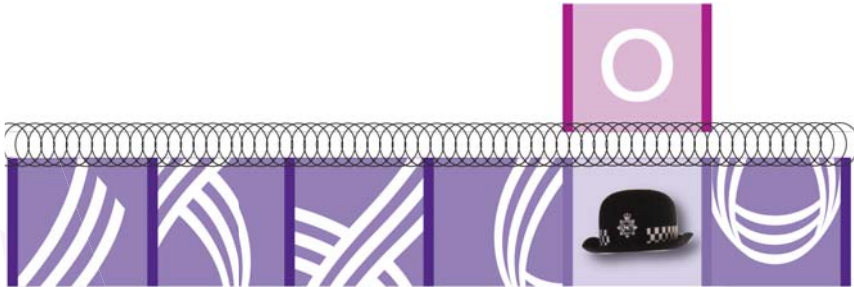
It is important to listen to the individual's experience of breast cancer. Their needs should be understood and, where reasonable, accommodated. There is no 'one-size fits all' breast cancer experience. Different people will have different treatment plans and different physical reactions to treatments. Side effects such as fatigue can continue after treatment has finished. The emotional impact of breast cancer on an individual will also vary.

'Even though treatment has finished (and still now two years later) I get very tired and catch colds etc easily, but because treatment is finished everyone assumes you are back to what you were like before the "cancer" and the understanding is not there as much.'

Employers should avoid making assumptions about what an individual may or may not be able to do. They should listen to the individual's decisions about work and not try to 'second guess' what might be the best working strategy for that individual. For some employees, continuing to work is a vital coping strategy and a way of feeling 'normal' again. However, they may need to alter their working arrangements through the introduction of more flexible working or reducing the hours they work. For others it may be important to take a continuous period of leave to allow them to cope with treatment side effects and the emotional impact of the diagnosis before returning to work.

Employees who have had a secondary breast cancer diagnosis may wish to continue working as long as their health allows. They may want to alter their working patterns or, if their existing role cannot be adjusted, consider redeployment options. They may also consider retiring early on health grounds. It is important that the employee is given information on the procedure and financial implications of early retirement so that they can make an informed decision.

'I was unable to return to work as my employers didn't feel I was in the right state of mind to work. I was not in agreement with this position. I was willing to undertake a restricted form of work but my employers were unwilling to help me towards this end. This made me feel very undervalued at a time when I had no control over the health aspects of my life and I felt it would have enabled me to deal with my situation.'



Off work time

An employee with breast cancer should not have to use annual leave for medical appointments, treatment and recovery from treatment, including breast reconstruction surgery. An employee should be able to attend prosthesis fittings and hair loss services where necessary, as well as emotional support services, through flexible working arrangements.

The time an employee with breast cancer will need to take off work will depend on their treatment plan, individual response to treatment and the emotional impact of their diagnosis. Individuals can continue to take treatments such as hormone therapy for many years and may continue to experience side effects. Individuals may also have continuing practical and emotional support needs.

Employees with breast cancer should be given time off to recover from surgery in line with written sickness absence procedures. If reasonable, this policy may be adjusted to allow for additional time off. Failure to allow sufficient time off to recover from surgery is likely to be in breach of the Disability Discrimination Act (see page 21). See EFD's briefing **Managing sickness absence** for more information, www.employers-forum.co.uk

When returning from any sickness absence, it can be useful to have an initial return to work interview followed by regular follow-up meetings to discuss any phased (gradual) return to work or temporary work adjustments needed as the employee returns to work. This is particularly important if the employee is combining work with a treatment regime that could have side effects and involve outpatient appointments.

During a mastectomy (surgery to remove the entire breast), some people may be able, and may choose, to have breast reconstruction as part of the same operation. However, some people may have reconstruction surgery as a separate operation in the future. If someone chooses a delayed breast reconstruction, this should be viewed as an important part of their treatment, whenever they have it. Where it is reasonable for an employer, they should be allowed time off without any negative implications for employment.

Time off is also likely to be required if an employee is having chemotherapy and/or radiotherapy. How much time will depend on the type of treatment and the employee's reaction to it.

Breast Cancer Care recommends that employees be allowed paid time off to attend medical appointments relating to breast cancer or lymphoedema, without having to use annual leave entitlements. Allowing time off for medical appointments could be a reasonable adjustment to make under the Disability Discrimination Act (see page 21).

'I was very tired a lot, but my company were very supportive and allowed me to dictate my hours etc. I felt very much in control and if I was too ill to work, I didn't. I was lucky that during my treatment everyone was supportive.'

Breast cancer can have a major impact on many different parts of a person's life and an employee may need to access practical and emotional support services to help them cope with their diagnosis.

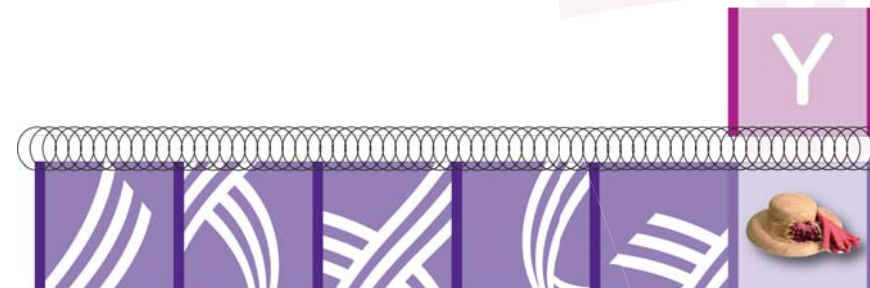
Examples of emotional or psychological support services include support groups, one-to-one peer support and one-to-one counselling with a health professional. Practical support services include financial and benefits advice, prosthesis fitting and hair loss services. It is important that the employee is able to access these services, even if they fall within working hours. In some circumstances this could be a reasonable adjustment to make under the Disability Discrimination Act (see page 21).

Some of these services might be ongoing over a long period of time, for example counselling. Others, such as prosthesis fitting or hair loss services, will only require one or two appointments.

Breast Cancer Care recommends that employers consider flexible working arrangements for employees who have breast cancer. These can be an important way of balancing the needs of the company and the employee. Flexible work arrangements can be an extremely useful short-term or long-term tool in the strategy to aid an employee's return to work and to help manage ongoing support needs.

For more information on the support services offered by Breast Cancer Care, see 'Further information' on page 26.

'My employers were so supportive that I felt well sooner. The fact that I was under no pressure to return to work made a big difference. My manager stressed that my health was paramount and said to come back on a part-time basis. My salary was not affected by this.'



Your responsibilities under disability discrimination law

People with cancer are covered by the Disability Discrimination Act. Their employer is required to make reasonable adjustments to help them at work. An employee should not be treated less favourably than colleagues because of their breast cancer or for a reason relating to their breast cancer, nor should they be subjected to harassment.

The Disability Discrimination Act (DDA) has been in force since 1996. The Act was amended in December 2005 to give legal rights to people with cancer as soon as they have it. These important legal rights apply in the workplace, no matter how long ago someone was diagnosed with cancer or whether they regard themselves to be 'disabled' or not.

'I was extremely lucky to work for a caring organisation who allowed me to slowly build up my hours until resuming full-time employment.'

In the workplace, the DDA aims to end prejudice or discrimination in four main ways.

1. It is against the law to discriminate against an employee who has been diagnosed with cancer by treating him or her less favourably than an employee who has not. The legal definition of discrimination under the DDA is very complicated. Two forms of direct discrimination are prohibited as well as failure of employers to make reasonable adjustments to an employee's situation. In some circumstances direct discrimination will always be unlawful but in other circumstances it will only be unlawful where the employer cannot justify its actions.

An example of the first type would arise where an employer makes an unreasonable assumption about an employee based on their breast cancer diagnosis and refuses to promote them as a result. An example of the second type would arise where someone with breast cancer takes an extended period of sick leave because of their illness and treatment plan and is dismissed. The dismissal is likely to be unlawful discrimination if it would have been reasonable for the employer to keep the employee's job open or if the employer would not have dismissed them if they had a different type of illness.

- 2. Employees are protected against being harassed because of their cancer.** The legal definition of harassment includes the situation where the behaviour of work colleagues or an employer results in the workplace environment being intimidating, hostile, degrading, humiliating or offensive for someone who has been diagnosed with cancer although this may not be intended or aimed at the employee themselves. An example might be an atmosphere where insensitive jokes are made about breasts even if such jokes are not directed at the employee affected by breast cancer.
- 3. Employees should be able to raise a complaint about any work-related issues concerning their cancer without being victimised for raising those concerns.** For example, if an employee complains that they have been discriminated against because of their breast cancer and is subsequently ostracised by their employer as a result, this could give rise to a victimisation claim.

4. Employers must make reasonable adjustments to working environments and/or arrangements to ensure that people with cancer are not at a substantial disadvantage compared to people who do not have cancer. The duty to make reasonable adjustments arises where the employee is at a substantial disadvantage as a result of their cancer. There is no limit to the type of adjustments that can be considered under the Act but the employer only has a duty to make adjustments that are reasonable. The duty extends to both physical and non-physical adjustments, such as working practices and arrangements.

The duty to make reasonable adjustments is intended to encourage the employer and employee to consider innovative and creative solutions to problems that might arise. These adjustments may only be needed during the initial treatment or may be required on an ongoing basis as a result of side effects of treatment. There is likely to be a need to review what adjustments may be required over time, particularly for employees with secondary breast cancer.

Some examples of reasonable adjustments for an employee affected by breast cancer could include the following.

- Phased (or gradual) return to work after time off sick.
- Allowing an employee time off to attend medical appointments in relation to breast cancer or lymphoedema.
- Introducing flexible working to allow an employee to attend a breast cancer emotional or practical support service, such as a support group, prosthesis fitting or hair loss service, during normal working hours.
- Allowing an employee extra breaks during work to cope with fatigue or menopausal symptoms caused by breast cancer treatment.
- Removing any manual handling tasks from an employee's job description if an employee's lymphoedema symptoms affect their ability to do these tasks, or supplying new equipment so an

employee is able to continue with relevant tasks without lifting or stretching the affected arm. An employee's ability to do repetitive lifting and manual handling tasks may also be restricted for some time after breast reconstruction surgery.

- Exploring different adjustments to the immediate workstation, work premises or the employee's role if that employee has developed mobility impairments through their breast cancer (for example, caused by secondary breast cancer in the bone).

'I was expected to work full time and under a lot of stress/time pressures – I was also threatened with termination of employment if I did not return to work soon.'

An employer is only required to make such work adjustments as are reasonable. In considering whether an adjustment should be deemed as 'reasonable' under the DDA, the Act specifies certain factors to be taken into account. The Department for Work and Pensions (DWP) and the Equality and Human Rights Commission provide guidance on the factors that should be taken into account as well as general guidance on the DDA. See 'Further information' on page 26 for contact details. In most cases, the types of work adjustments needed for someone with breast cancer are likely to be quite easy for an employer to put in place and will have very little cost associated with them.

'I was diagnosed with secondary bone cancer [secondary breast cancer in the bone]. My office at work was on the second floor with no lift available. No effort was made by my employer to relocate me.'

The amendment of the DDA in 2005 also placed a duty on all public authorities (otherwise known as public sector bodies), including any organisation that exercises some functions of a public nature, to promote disability equality. This is known as the Disability Equality Duty (DED) and it has been in force since December 2006.

The DED demands that public sector bodies proactively promote equality for disabled staff and service users. As with the rest of the DDA (as amended in 2005), anyone who has cancer is automatically treated as disabled for the purposes of the DED. For more information, see the resources available from the Equality and Human Rights Commission.

'At the time I was never informed about a "phased return" though apparently there is one in place. I found it very difficult when I did return to work.'

Although it is not an employer's role to advise a staff member on discrimination law, it would be good practice for an employer to signpost employees to sources of independent advice on their legal rights in the workplace.

For more information on the DDA, see EFD's briefing paper **Disability Discrimination Act (DDA) 1995 as amended 2005. The employment and goods, services and facilities provisions**. This can be ordered from www.employers-forum.co.uk

Further Information

About Breast Cancer Care

Breast Cancer Care has a wide range of publications, covering everything from diagnosis to living well after treatment. You can download and order our publications at www.breastcancercare.org.uk or call our helpline for a printed order form.

For further medical information, emotional support, and details of our services, call our helpline free on **0808 800 6000** (for Tynetalk prefix **18001**).

Breast Cancer Care's website has an email enquiries service called Ask the nurse, along with forums and live chat sessions where you can share your views with people in a similar situation. For more information about these services and other online support, visit www.breastcancercare.org.uk

Further reading

- **Coping with fatigue**
Cancerbackup, London 2002, ISBN 1904370233
This booklet looks at cancer-related fatigue and ways of coping with it. To order, visit www.cancerbackup.org.uk
- **Macmillan Cancer Support – Working through Cancer**
Website: www.macmillan.org.uk/work
Support for employees and managers on work and cancer.
- **'Cancer and working guidelines for employers, HR and line managers' (2006)**
Published as a result of a collaboration between Cancerbackup, the CIPD, and the Working with Cancer (WwC) group. Available from www.cipd.co.uk and www.cancerbackup.org.uk
This paper provides advice and guidance on how to deal with cancer and cancer-related issues in the workplace.

- **Employ ability**
Website: www.dwp.gov.uk/employability
The site is for managers and employers who want to know how employing disabled people, or those with long-term health conditions, makes good business sense.
- **Health Work Wellbeing**
Website: www.workingforhealth.gov.uk
Health Work Wellbeing is a Government-led initiative to improve the health and wellbeing of working age people.
- **Directgov**
Disabled People/Employment Support
Website:
www.direct.gov.uk/en/DisabledPeople/Employmentsupport
This section of the directgov website provides information on looking for work; work schemes and programmes; support while in work; and employment rights.

Disabled people/Rights and Obligations
Website:
www.direct.gov.uk/en/DisabledPeople/RightsAndObligations
This section includes information on disability rights.
- **Disability Discrimination Act 1995**
and
Disability Discrimination Act 2005 [An Act to amend the Disability Discrimination Act 1995; and for connected purposes]
Full text available from the Office of Public Sector Information, www.opsi.gov.uk/acts
- **Do the Duty**
Website: www.dotheduty.org
Information on the Disability Equality Duty.

Useful addresses

Employment organisations

Employers' Forum on Disability

Nutmeg House
60 Gainsford Street
London, SE1 2NY

Telephone: 020 7403 3020
Minicom: 020 7403 0040
Email: info@employers-forum.co.uk
Website: www.employers-forum.co.uk

EFD is the world's leading employers' organisation focused on disability as it affects business. Funded and managed by over 400 members, EFD makes it easier to employ and do business with disabled people.

A broad range of specialist briefing papers, publications and events are available. Please contact EFD for further information.

Citizens Advice Bureaux

Website: www.citizensadvice.org.uk

The Citizens Advice service helps people resolve their legal, money and other problems by providing free information and advice from over 3,000 locations, and by influencing policymakers.

Department for Work and Pensions (DWP)

Website: www.dwp.gov.uk

DWP Benefit Enquiry Line

Telephone: 0800 882200 (in Northern Ireland 0800 220674)
Textphone: 0800 243355 (in Northern Ireland 0800 243787)

An advice line for people with disabilities and their carers run by the DWP. Offers general benefit information including local help.

The Pension Service

Telephone: 0845 606 0265
Textphone: 0845 606 0285
Website: www.thepensionservice.gov.uk

The Government has set up The Pension Service, which is part of the Department for Work and Pensions. This service is for people who are already pensioners or are planning for their retirement, no matter how far off it might be. The Pension Service has a network of pension centres supported by a local service.

The Equality and Human Rights Commission

Website: www.equalityhumanrights.com

Telephone:
England 0845 604 6610 (textphone 0845 604 6620)
Wales 0845 604 8810 (textphone 0845 604 8820)
Scotland 0845 604 5510 (textphone 0845 604 5520)

Email:
info@equalityhumanrights.com
wales@equalityhumanrights.com
scotland@equalityhumanrights.com

The new commission works to eliminate discrimination, reduce inequality, protect human rights and to build good relations, ensuring that everyone has a fair chance to participate in society.

Dial UK

St Catherine's, Tickhill Road, Doncaster DN4 8QN

Telephone/textphone: 01302 310123
Email: informationenquiries@dialuk.org.uk
Website: www.dialuk.info

National organisation that supports a network of DIAL groups in the UK; each offers a disability information and advice service to its local community.

Cancer organisations

Macmillan Cancer Support

89 Albert Embankment, London SE1 7UQ

Telephone: 020 7840 7840

Macmillan CancerLine: 0808 808 2020

Textphone: 0808 808 0121

Email: cancerline@macmillan.org.uk

Website: www.macmillan.org.uk or www.cancerbackup.org.uk

Macmillan Cancer Support offers a range of information and support for both employers and employees.

The Macmillan CancerLine helps people living with cancer, their family, friends and carers, find a way through the maze of cancer information and support in the UK.

Maggie's Centres

The Stables

Western General Hospital

Crewe Road

Edinburgh

EH4 2XU

Email: enquiries@maggiescentres.org

Telephone: 0131 537 2456

Website: www.maggiescentres.org

Maggie's offers information, psychological and emotional support and practical advice to anyone affected by cancer.

Tenovus Cancer Information Centre

Velindre Hospital, Whitchurch,
Cardiff CF14 2TL

Administration: 029 2019 6100

Helpline: 0808 808 1010

Website: www.tenovus.com

Tenovus is a charitable organisation committed to the control of cancer through: quality research, prevention/education, counselling and patient care. Social workers and welfare rights officers in the welfare rights department are experienced in advising cancer patients about benefit entitlement.



Breast Cancer Care is the UK's leading provider of information, practical assistance and emotional support for anyone affected by breast cancer. Every year we respond to over two million requests for support and information about breast cancer or breast health concerns. All our services are free.

We are committed to campaigning for better treatment and support for people with breast cancer and their families.

For more information visit www.breastcancercare.org.uk or call the free Breast Cancer Care helpline on **0808 800 6000** (for Typetalk prefix **18001**)