



Ajax Community Centre

SERVICE TITLE: Cardiac Rehabilitation Track Volunteer

PURPOSE:

To support cardiac rehabilitation patients, family members and staff by providing a safe, friendly, environment that encourages our patients to follow their doctors' and therapists' prescriptions and improve their personal fitness.

HOURS:

Two to three hour shift per week during normal clinic hours of operation.

VOLUNTEERS ON DUTY:

Minimum of two volunteers per shift.

RESPONSIBLE TO:

Rouge Valley Health System Volunteer Services Associate.

QUALIFICATIONS:

Track volunteers must have been a past cardiac rehab program participant, and remain committed to leading a heart-healthy lifestyle. Volunteers who accept this service must be punctual, courteous, empathetic, self-directed and comfortable in a clinical setting. Knowledge of BCLS would be an asset. A one-year commitment is required.

SERVICE FUNCTION:

This cardiac rehab class takes place at:

Ajax Community Centre
75 Centennial Road, Ajax, L1S4S4

Patient check-in occurs at the Admiral room.

Track Volunteer duties:

1. Arrive 15 minutes prior to the scheduled exercise class check-in time.
2. Wear nametag, volunteer shirt and running shoes at all times (no denim)
3. Observe the patients at all times and inform the appropriate exercise therapist if a patient is looking or reports to be feeling unwell or is consistently performing an exercise incorrectly.

Before patients arrive:

4. The first volunteer to arrive should go to the reception desk and request access to the wheeled storage bin
5. Ensure that all the equipment and supplies required for each exercise class are set up (includes exercise diaries, sharpened pencils, lap counter beads, chairs, patient handouts, etc.).
6. Arrange patient nametags as directed by the therapist

As patients arrive:

7. Greet patients as they arrive and provide general instructions, directions and assistance as required. Be on the lookout for new and/or confused patients and make them feel welcome.
8. Assist patients at check-in
 - encourage patients to look for their nametags/new diaries on the check-in table
 - If the patient's nametag is there, collect their diary and encourage them to go to the classroom. Deliver such diaries to the appropriate therapist in bulk.
 - If the patient's nametag is not there, collect their diary and use it as a "placeholder" in the lineup to see their therapist.
 - ensure that new patients are sold a theraband and are provided with a resistance training instruction package
9. Assist new patients as directed by the exercise therapists to ensure that they feel comfortable and are prepared for the start of exercise.
10. Consider introducing new patients to another patient in the class of similar age or interests who may be able to act as a buddy.
11. One volunteer should participate in the mini-talk component of the program to be aware of program announcements and educational information being shared with patients. The second volunteer should remain at the check-in table to greet latecomers and ensure that supplies are stowed in the wheeled storage bin.

After the mini-talk:

12. One volunteer should :
 - escort the patients to the walking area along with one of the therapists
 - encourage the patients to set their belongings and exercise diaries down at the appropriate end of the walking area and begin their slow warmup laps
13. The 2nd volunteer should :
 - ensure that all patients have left the classroom
 - move the wheeled storage bin to the walking area
14. Demonstrate the warm up and resistance training components of the program in front of the class along with the lead exercise therapist.
15. Offer respectful and professional assistance to patients with simple exercise corrections, as needed, to ensure patients are completing the exercises in the correct manner.

After the resistance training component:

16. Set up the CD player
17. Enquire if any of the therapists need help with new patients.
18. **Walk with patients. This is your PRIMARY ROLE. It allows you to provide companionship and peer support to the patients. Walk at least a few laps with each new patient during their first class before walking with existing patients.**

After the resistance training component (cont'd)

19. Be a resource person for patients and their families.
20. Assist patients with their program as directed by the exercise therapists.
21. Assist with any emergency procedures as directed by staff.
22. Provide a liaison between patients/family members and the staff and communicate program suggestions or issues of concern to the staff or program coordinator.
23. Assist patients with recording their activities on their exercise diary as instructed by the therapist.

After each class:

24. Repack the wheeled storage bin (nametags, pencils, beads, CD player).
25. Return to the reception desk & request access to the storage room for the wheeled bin.

Unlike Centenary site volunteers, off-site volunteers are not required to sign in & out. The volunteer convener assumes that you have attended your shift unless told otherwise and reports your working hours (3hrs/shift) to the volunteer office on a monthly basis. Please keep the convener apprised of any shift changes.

If you are going to be away for your scheduled shift:

26. Find coverage by e-mailing or calling other volunteers on the roster. Communicate this plan to the volunteer convener. There should always be 2 volunteers in each exercise class if at all possible. Please advise the volunteer convener if you cannot find a spare.

Note: If you are unable to report for duty for an extended period, please notify the Program Coordinator, Volunteer Convener and the Volunteer Office (416-248-8131 x4533) as soon as possible.