



Centenary Site

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 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:

Sign-in on the computer at the reception area, Volunteer Services office. Proceed to the cardiac rehabilitation program on the 11th floor.

Track Volunteer duties:

1. Arrive on the 11th floor 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. Check the volunteer board in cardiac rehab each week for any updates
5. Ensure the water coolers are filled and cups are available prior to each exercise class. Re-fill cup dispenser if necessary. If water cooler is empty, notify one of the exercise therapists for refilling.

Before patients arrive (cont'd):

6. If requested, assist the exercise therapist with testing the washroom call bell system each morning to ensure it is functioning. (The system only needs to be checked prior to the first exercise class each day.)
7. Refill the Virex bottles, as necessary, following the directions posted over the “bead drying table”.
8. Ensure that all the equipment and supplies required for each exercise class are set up (includes towels, sharpened pencils, lap counter beads, chairs for Level 1 classes).
9. Patient nametags can be found in the program secretary’s storage cabinet. Arrange patient nametags on each therapist’s check-in station

As patients arrive:

10. Greet patients arriving on the 11th floor and provide general instructions, directions and assistance as required. Be on the lookout for new and/or confused patients and make them feel welcome.
11. Assist patients at check-in to ensure that they find their nametag or understand to put their diary on the table to wait to see their therapist if their name tag is not on the check-in table.
12. Assist new patients as directed by the exercise therapists to ensure that they feel comfortable and are prepared for the start of exercise. Carefully explain the check-in process and tour the patients to find weights, pencil, beads and home exercise diary.
13. Consider introducing new patients to another patient in the class of similar age or interests who may be able to act as a buddy.
14. Participate in the mini-talk component of the program to be aware of program announcements and educational information being shared with patients.
15. Following the mini-talk (for level 2 classes), ensure that all patients have safely left the education theatre.

Note – One volunteer is to remain at the check in table to greet late arrivals until all therapists have moved to the South side of the track.

After all patients have been checked in:

16. Collect the leftover name tags, put them in the basket and place the basket on the check out table.

After the mini-talk:

17. Demonstrate the warm up and strength training components of the program in front of the class (Level 2 classes) along with the lead exercise therapist.
18. 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 weight training component:

The volunteers should inquire if any of the therapists need help with new patients. Once the new patients are dealt with, proceed with the remainder of this list.

19. Clean hand weights with the Cavi-wipes and place them in the appropriate location on the weight rack.
20. Wipe down the blood pressure cuffs (on both sides of the track) with Cavi-wipes.
21. Wipe down the blood sugar testing tables (on both sides of the track).
Refer to the Cleaning Posters for complete instructions.
22. **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.**
23. Be a resource person for patients and their families.
24. Assist patients with their program as directed by the exercise therapists.
25. Assist with any emergency procedures as directed by staff.
26. Provide a liaison between patients/family members and the staff and communicate program suggestions or issues of concern to the staff or program coordinator.
27. Assist patients with recording their activities on their exercise diary as instructed by the therapist.

After each class:

28. Assist patients at the check-out table with the return of beads, nametags, pencils.
29. Return the nametag basket to the program secretary's storage cabinet.
30. Clean the lap counter beads by soaking in Virex for 5 to 10 minutes, rinsing them with water and laying them out to dry.
31. Cleaning any heart rate monitors by wiping the watch and band with Cavi-wipes and soaking the strap in Virex (with the beads) for 5 to 10 minutes, rinsing and laying all components out to dry.
32. Wipe down the handles, seat and display parts of any exercise equipment used during the class including treadmills, bikes and Nu-Step machines.
33. Ensure reception and exercise areas are clean and tidy.
34. Sign out at the end of each shift on the computer in the reception area, Volunteer Services office.



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

35. Find coverage by e-mailing or calling other volunteers on the list. Communicate this plan to the volunteer convener and record on volunteer board in cardiac rehab following the template: your name (volunteer who is covering). There should always be a minimum of 2 volunteers in each exercise class if at all possible.
36. If you cannot come in for your scheduled shift due to illness, travel, etc, do your best to find coverage, and communicate your absence and coverage arranged to the program coordinator and volunteer convener.
37. 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.