



Oshawa Civic Dome 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 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 in the tennis dome at:
Oshawa Civic Recreation Complex
99 Thornton Road South, Oshawa, L1J5Y1

TRACK VOLUNTEER DUTIES:

Before patients arrive:

1. Arrive 15 minutes prior to the scheduled exercise class check-in time.
2. Wear nametag, volunteer shirt, whistle and running shoes at all times (no denim please)
3. If the dome is not yet open, the first volunteer to arrive should check in at the reception desk. Otherwise, contact the reception desk at ext. 2717 using the phone on the wall outside of Program Room B.

3. continued

In either case, request that the classroom (usually Program Room B) be opened and the supplies bin moved from the janitor's room to the classroom. Also, ensure that two tables are provided.

Finally, if patients in your class use exercise bicycles, request that they be moved out of storage.

4. Post the directional signs on the exterior door and doors leading to the classroom. Signs are in the supplies bin
5. Ensure that all the equipment and supplies required for each exercise class are set up (includes exercise diaries, pencils, lap counter beads, chairs)

As patients arrive:

6. 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.
7. Assist patients at check-in. Be on the lookout for new and/or confused patients and make them feel welcome. Provide general instructions and directions to the locker room. Directing patients to the locker room is especially important in foul weather when patients may have coats, boots, etc as these items cannot remain in the classroom and should not be brought into the track area. Distribute pencils, beads and lecture handouts as required.

- Each patient should hand in their diary and pick-up their name tags at the check-in table.
- Appropriately colored blank diaries will be available for patients who do not have a diary
- The collected diaries will track the patients' order of arrival
- The therapists will retrieve the diaries from the check-in table, review them and decide whether to speak to the patient before or during class.

8. Direct patients to the seats while waiting for their therapist to see them.
9. You may also be required to sell lap counter beads & exercise bands. Provide a Resistance Training handout with each band sold. Record the patient's name, color of the band, etc on the form provided. Cash should be kept in the accompanying envelope. Advise the therapists when the cash on hand exceeds \$50 or when there are fewer than 3 bands of any color or 3 RT booklets in stock. The therapist will organize the re-stocking.
10. Assist new patients as directed by the exercise therapists to ensure that they feel comfortable and are prepared for the start of exercise.
11. Consider introducing new patients to another patient in the class of similar age, ability, pace or interests who may be able to act as a buddy.



12. Participate in the mini-talk component of the program to be aware of program announcements and educational information being shared with patients.

After the mini-talk:

13. Demonstrate the warm up and strength training components of the program in front of the class along with the lead exercise therapist.
14. Offer respectful and professional, positive reinforcement to help patients get the most out of their resistance exercises.

After the strength training component:

15. One volunteer should escort the patients to the track. Remind the patients NOT to begin walking until a therapist arrives on the track.
16. The remaining volunteer(s) will retrieve the directional signs and return the classroom to its 'as found' condition before joining the class on the track.
17. Once the classroom is restored, inform the reception desk that you no longer require the classroom. Use the phone outside the classroom. Dial 2717

Once on the track:

18. Enquire if any of the therapists need help with new patients.
19. **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.**
20. Act as a liaison between patients/family members and the staff and communicate program suggestions or concerns to the staff or program coordinator.
21. Assist patients with their program as directed by the exercise therapists.
22. Assist with any emergency procedures as directed by staff.
23. Assist patients with recording their activities on their exercise diary as instructed by the therapist.

After each class:

24. Keep an eye out for name tags and collect any that were not collected at checkout.
25. Return the exercise bikes to the storage area as required.
26. If possible, ensure that no "stragglers" remain in the locker rooms



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:

27. 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.