



Change Log

6/13/2016	R2	BK	Added Change log Revised description of table setup Revised diary / nametag management section
6/30/2016	R3	BK	Inserted document sections Changed format of document footer
4/20/2017	R4	MSH	Edited hours of operation Added information on Facility Manager who is a key assist in site set up Updated in emergency text Updated track volunteer duties Added photos of site set up



Hastings Field House 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:

This is currently a three hour shift per week during normal clinic hours of operation. The clinic runs on Monday's starting with set up at 12:00PM.

VOLUNTEERS ON DUTY:

Minimum of two volunteers per shift.

RESPONSIBLE TO:

Rouge Valley Health System Volunteer Services Manager.

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:
Hastings Field House
97 Elgin Street, Hastings, K9V3W8

Facility Manager – Kelli Stapely - kelli.stapley@trenthills.ca - 705-696-2252

In the event of an emergency:

There are usually two areas of concern during a medical emergency. The patient in distress may require medical intervention. Other members of the class may also need attention because observing the emergency makes them nervous or concerned about their own well being. Follow the therapists' directions.

The field house staff will activate EMS and follow their own Emergency Action Plan. Work with the therapists to support the field house staff, manage patients and take the lead in clinical management of any affected patients.

TRACK VOLUNTEER DUTIES:

At this facility the therapists allow patients to walk before the official start of class. As such it is a good idea to arrive by noon to complete the set up long before the scheduled 1:00 PM start. This will allow volunteers to walk with Patients before the official start time.

Before patients arrive:

1. Arrive at noon.
2. Wear nametag, volunteer shirt, whistle and running shoes at all times (no denim please)
3. Retrieve the wheeled storage bin from the storage room near the field house front desk. If necessary, the field house front desk staff can unlock the room for you.
4. Chairs & tables are stored in the classroom area. Setup a table & 2 chairs for each therapist on the track near the entrance to the classroom area. Also setup a check-in table between the therapists' tables and the revolving doors.



5. Lay out the patient nametags on the appropriate therapist table. Therapists will return nametags and diaries for patients who do not need to be checked in. Organize those nametags & diaries on the check-in table.
6. Ensure that all the equipment and supplies (pencils, lap counter beads, handouts, etc.) are set up on the check-in table.



7. Setup chairs in front of the flat screen TV in the classroom area. Ensure chairs are well spaced apart to facilitate exercising.
8. If necessary setup a chair near the TV to support the laptop.





As patients arrive:

9. 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.
10. Assist patients at check-in. Be on the lookout for new and/or confused patients and make them feel welcome. Provide general instructions, pencils, beads and lecture handouts as required.
11. Ensure that patients find their nametag & new diary on the check-in table or, if their name tag is not on the check-in table, put their diary on the table and wait in the classroom to see their therapist. You may also collect the diaries of patients who are not required to check in. Keep such diaries in a separate pile.
12. Organize the collected diaries in the patients' order of arrival and make them available to the appropriate therapist.
13. Direct all patients to the seats while waiting for class to begin. Alternatively ask their therapist if they can begin their walking program. Ensure the patient does the appropriate warm up lap.
14. You may also be required to sell lap counter beads & exercise bands. Provide a Resistance Training (RT) handout with each band sold. Record the patient's name, color of the band, etc on the "sales record" form provided. Cash should be kept in the accompanying envelope. Advise the therapists when the sales record is full or when there are fewer than 3 bands of any color or 3 RT handouts in stock. The therapist will



organize the re-stocking. There is no sales record for lap counter beads.

15. Assist new patients as directed by the exercise therapists to ensure that they feel comfortable and are prepared for the start of exercise.

As patients arrive: (cont'd)

16. 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.
17. 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:

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

A special note about Hastings Field House

The field house is open to the public. Occasionally members of the public are walking or otherwise using the facility while we are present, and likewise many of our patients will use the facility at times we are not present. Volunteers should be accommodating to the shared use of the facility and advise patients accordingly.

Once on the 'track':

20. Enquire if any of the therapists need help with new patients.
21. **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.**
22. Act as a liaison between patients/family members and the staff and communicate program suggestions or concerns to the therapists.
23. Assist patients with their program as directed by the exercise therapists.
24. In the event of an emergency, the volunteers should ask the therapists how they can assist. The arena staff will activate EMS and follow their own Emergency Action Plan. The therapists and volunteers will work to support the arena staff, manage patients and take the lead in clinical management of any affected patients
25. Assist patients with recording their activities on their exercise diary as instructed by the therapist.

After each class:

26. Return chairs & tables to the trackside storage area which includes a wheeled wagon for the chairs.
27. Repack & lock the wheeled storage bin. Return the bin to the storage room near the field house front desk.



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. If you have a Rouge Valley Volunteer ID card, the convener will report your working hours (3hrs/shift) to the RVHS volunteer office on a monthly basis. Please keep the convener apprised of any changes to your schedule.

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

28. Find coverage by e-mailing or calling other volunteers on the roster. Communicate this plan to the volunteer convener. If at all possible, there should be 2 volunteers in each exercise class. 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 Volunteer Convener and the Volunteer Office (416-248-8131 x4533) as soon as possible.