



## Change Log

6/13/2016	R3	BK	Added Change log
6/30/2016	R4	BK	Inserted document sections Changed format of document
4/08/2017	R5	MSH	Added classroom set up photos.



## **Peterborough Sports & Wellness 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 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:

Peterborough Sports & Wellness Centre  
775 Brealey Drive, Peterborough, K9J6X4

Patient check-in occurs in Room A which is across from the track.

**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.

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

**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. Building staff normally unlock the storage room in Room A before class. In the rare exception, enquire at the reception desk to have it unlocked.
  5. Chairs are stacked near the coat rack, tables and the wheeled storage bin are kept in the storage room.
  6. Set up a table and 2 chairs for each therapist at the doorway inside Room A.
  7. Arrange patient chairs facing the projection screen.
  8. Ensure that all the equipment and supplies required for each exercise class are set up (includes exercise diaries, sharpened pencils, lap counter beads, handouts, etc.).
  9. Arrange patient nametags on the appropriate table.
  10. Set up the CD player on the counter behind the projection screen.
- Set Up Illustrated – See Photos Below





As patients arrive:

11. 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.
12. Ensure that incoming patients pick up their name tags & leave their diaries on their therapist's table
13. Assist new patients as directed by the exercise therapists to ensure that they feel comfortable and are prepared for the start of exercise.
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 facilitate re-stocking.
15. Consider introducing new patients to another patient in the class of similar age or interests who may be able to act as a buddy.
16. Participate in the mini-talk component of the program to be aware of current announcements and educational information being shared with patients.

After the mini-talk:

17. Participate in the warm up and resistance training component of the program.
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 resistance training component:

19. A 'swipe card' is required to access the track. At present, only the therapists have cards. The volunteer should either i) escort the patients to the track along with a therapist or ii) borrow a therapist's card to facilitate patient entry to the track.

Note: If necessary, encourage patient's to use the change room toilet facilities which are inside the track rather than the main facilities which are outside the track as they may have difficulty getting through the gate if they are "left behind".

20. Enquire if any particular patients need to be walked with.
21. **Spend time with the 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. Spend time with the patients who use the exercise equipment as well.**
22. Be a resource person for patients and their families.
23. Assist patients with their program as directed by the exercise therapists.
24. Assist with any emergency procedures as directed by staff.
25. Provide a liaison between patients/family members and the staff and communicate program suggestions or issues of concern to the staff or program coordinator.
26. If required, assist patients with recording their activities on their exercise diary.

After the last class of the day:

27. Repack the wheeled storage bin (nametags, pencils, beads, CD player), stack the chairs under the coat rack and return tables and the wheeled bin to the storage room.

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:

28. 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 Volunteer Convener and the Volunteer Office (416-248-8131 x4533) as soon as possible.