



Pickering Soccer Centre 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:

This cardiac rehab class takes place at:
Pickering Soccer Centre
1975 Clements Rd., Pickering L1W4C2

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.

Soccer Center staff will setup:

- tables & chairs in the classroom
- tables & chairs for therapists on the field
- PA System on the field

Before patients arrive:

4. The first volunteer to arrive should open the lockup (key is in the lockbox beside the door) and retrieve the storage bin.
5. Ensure that all the equipment and supplies required for each exercise class are set up. This includes blood sugar testing station (sharps container, tissues, table & chair) as well as exercise diaries, sharpened pencils, lap counter beads, patient handouts, etc.
6. Setup the exercise CD and verify the operation of the wireless headset on the PA system.
7. Arrange patient nametags as directed by the therapist

As patients arrive:

8. 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.
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 invite them to have a seat. 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.
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 or interests who may be able to act as a buddy.
12. 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. A second volunteer should remain at the check-in table to greet latecomers and ensure that supplies are stowed in the wheeled storage bin.

During the resistance training component:

13. Demonstrate the warm up and resistance training components of the program in front of the class along with the lead exercise therapist.
14. Offer respectful and professional assistance to patients with simple exercise corrections, as needed, to ensure patients are completing the exercises in the correct manner.
15. When convenient, move the blood sugar testing table, sharps container, etc. to the soccer field

After the resistance training component

16. One volunteer should :

- escort the patients to the soccer field along with one of the therapists
- bring the small supplies bin (pencils, beads, etc) to the soccer field
- encourage the patients to set their belongings and exercise diaries down at the appropriate end of the walking area
- If necessary, remind the patients NOT to begin walking until a therapist arrives.

The 2nd volunteer should ensure that all patients have left the classroom

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.**

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) and return it to the lockup

25. Secure the key in the lockbox.

Unlike Centenary site volunteers, Pickering volunteers do not 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.