



Port Perry – Scugog Arena 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 at:

Scugog Arena
1655 Reach Street, Port Perry, L9L1A7

TRACK VOLUNTEER DUTIES:

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

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. Scugog arena staff will setup tables & chairs in the classroom. In the rare event that the classroom is not available, you will find the tables and chairs set up in the open 'lobby' space of the arena.
4. Arena staff will also deliver the wheeled storage cabinet and the stationary bicycles.
5. Ensure that all the equipment and supplies required for each exercise class are set up (includes pencils, lap counter beads, LCD projector).
6. If necessary setup a table and two chairs for each therapist at the classroom entrance.
7. Lay out the patient nametags on the appropriate therapist table.

As patients arrive:

8. 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.
9. 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.
10. Patients arriving before their therapist should hand in their diary and put on their name tags. Organize the collected diaries in the patients' order of arrival.
11. Direct patients to the seats while waiting for their therapist to see them.
12. 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.
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. 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.
15. 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:

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

After the strength training component:

18. At least one volunteer should escort the patients to the rink. Remind the patients NOT to begin walking until a therapist arrives.

A special note about Scugog Arena

Scugog Arena 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':

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

After each class:

25. Return therapist chairs & tables to the classroom.
26. Repack & lock the wheeled storage box. Place the box with the stationary bikes. The arena staff will lock them away.



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:

27. 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 Program Coordinator, Volunteer Convener and the Volunteer Office (416-248-8131 x4533) as soon as possible.