



## **Whitby Abilities Center 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:  
Whitby Abilities Center  
55 Gordon Street, Whitby, L1N0J2

**Track Volunteer duties:**

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)
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. The first volunteer to arrive should request an ID card from the reception desk. You will be asked to leave a photo ID e.g. drivers license as a deposit.
5. Verify the location of the classroom.
6. Tuesday morning volunteers should enquire if the chairs can be left setup for the use of the Tuesday night class.
7. Request a clipboard with sign in sheets and a pen
8. Retrieve the therapists' podiums from the storage room in the field house and transfer them to the classroom.
9. Turn the room usage signs (exterior of each door to your classroom) to "In Use"
10. 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:

11. If possible, one volunteer should remain in the lobby to greet patients as they arrive. Be on the lookout for new and/or confused patients and make them feel welcome. The lobby volunteer should provide general instructions and access 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 are not allowed in the Field House. If you are working solo, work in the classroom.
12. The remainder of the volunteer team should assist patients at check-in. This may include signing in (clipboard), distribution of pencils, beads and lecture handouts etc.

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| <ul style="list-style-type: none"><li>• Each patient should hand in their diary at the check-in table.</li><li>• Appropriately colored blank diaries will be available for patients who do not have a diary</li><li>• The collected diaries will track the patients' order of arrival</li><li>• 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.</li></ul> |
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13. Direct patients to the seats while waiting for their therapist to see them.
14. Assist new patients as directed by the exercise therapists to ensure that they feel comfortable and are prepared for the start of exercise.
15. 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.
16. 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:

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

After the strength training component:

19. The volunteer with the ID card will escort the patients to the track and unlock the field house door if necessary. Remind the patients NOT to begin walking until a therapist arrives on the track.
20. The remaining volunteer(s) will return the classroom to its 'as found' condition (with the possible exception of the chairs as per item 6) before joining the class on the track.
21. Turn the room usage signs (exterior of each door to your classroom) to "Room Not In Use"

Once on the track:

22. Enquire if any of the therapists need help with new patients.
23. **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.**
24. Remind the patients about the need to "look both ways" when crossing the track. The track can be extremely busy & hazardous to cross.
25. Act as a liaison between patients/family members and the staff and communicate program suggestions or concerns to the staff or program coordinator.
26. Assist patients with their program as directed by the exercise therapists.
27. Assist with any emergency procedures as directed by staff.
28. Assist patients with recording their activities on their exercise diary as instructed by the therapist.

After each class:

29. Return the podiums to the equipment storage room.
30. Return the clipboard & sign in sheets to the reception desk.
31. If possible, ensure that no "stragglers" remain in the locker rooms
32. Return the ID card and retrieve your photo ID.



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:

33. 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.